

AGENDA

COMMITTEE ON HUMAN RESOURCES/INSURANCE

April 06, 2021

**Aldermen Stewart, Hirschmann
Barry, Cavanaugh, Roy**

6:00 p.m.

**Online Virtual Meeting
Call +1 (408) 650-3123 and enter
Access Code: 403-256-661
when prompted**

1. Chairman Stewart calls the meeting to order.
2. Due to the COVID-19/Coronavirus crisis and in accordance with Governor Sununu's Emergency Order #12 pursuant to Executive Order 2020-04, this Committee is authorized to meet electronically.
3. The Clerk calls the roll.
4. HR Reports submitted by Kathleen Ferguson, Human Resources Director:
 - Position Summary Report
 - Summary of Arbitrations/Grievances
 - Vacancy Requisition Requests and Approvals
 - Sapphire SmartShopper Report*(Note: Provided for informational purposes only; no action is required.)*
5. Communication from the HR Director regarding the American Rescue Plan Act (ARPA) which includes a provision requiring that employers provide up to six months of 100% subsidized COBRA coverage due to involuntary termination or a reduction in work hours.
(Note: Provided for informational purposes only; no action is required.)

6. Communication from the HR Director recommending approval of the following provisions of the ARPA:
- Paid leave for employee absences related to COVID-19 allowing for the voluntarily extension of FFCRA (Families First Coronavirus Response Act) leave from March 31, 2021 to September 30, 2021.
 - Additional qualifying reasons for paid leave
 - Offering 10 days of paid sick leave (equal to 80 hours or two weeks) to employees through September 2021.

Gentlemen, what is your pleasure?

7. Communication from the HR Director recommending that the most recent NH legislative updates be included as part of the city's health insurance program.

Gentlemen, what is your pleasure?

8. Communication from Allen Aldenberg, Police Chief, requesting an increase to the hourly rate of pay for reserve officers from \$23.09 to \$26.22.

Gentlemen, what is your pleasure?

9. Communication from Chief Aldenberg requesting the elimination of one (1) Customer Service Representative II, grade 12 and the addition of one (1) Police Records Specialist I, grade 12.

Gentlemen, what is your pleasure?

10. Communication from Kevin Sheppard, Public Works Director, requesting the reclassification of an Equipment Operator II, grade 14, to an Equipment Operator IV, grade 15 and updates to class specifications for Equipment Operator II, III, IV and V.

Gentlemen, what is your pleasure?

11. Communication from Philip Croasdale, Water Works Director, requesting the following:
- Elimination of one (1) vacant Civil Engineer II, grade 21
 - Addition of one (1) Civil Engineer III, grade 22
 - Revision of class specifications for Civil Engineer and Civil Engineer III
- Gentlemen, what is your pleasure?**

TABLED ITEMS

(A motion is in order to remove any item from the table.)

12. Communication from Alderman Roy recommending the hiring of an independent firm to evaluate the Fire Department.
(Note: Tabled 1/5/2021; referred to the HR Committee by the BMA on 12/15/2020).
13. Recommending that the request for an educational repayment pilot program effective in FY2022 using partial funding from the tuition reimbursement program be approved.
(Note: This committee report was referred back to the HR Committee at the 1/19/2021 BMA meeting for further review and tabled on 2/2/2021. Updated information from Kathleen Ferguson dated 3/10/2021 attached.)
14. Communication from Alderman Terrio requesting that healthcare benefits be extended for an additional six months for the family of firefighter James McNeil.
(Note: Tabled on 2/2/2021.)
15. Discussion regarding the development of a formal procedure for the selection of City officers.
(Note: Tabled 1/5/2021; referred to the HR Committee by Alderman O'Neil at the 10/6/2020 BMA meeting.)
16. If there is no further business, a motion is in order to adjourn.



City of Manchester

Human Resources Department

One City Hall Plaza
Manchester, New Hampshire 03101

Tel: (603) 624-6543
Fax: (603) 628-6065

DATE: March 1, 2021

The Honorable Mayor Craig
And Board of Aldermen
City of Manchester
Manchester, NH 03101

Re: Position Report Summary

Dear Mayor Craig and Board of Aldermen:

Attached is the authorized position report for the above date. Below is a summary of changes that took place since the last report.

DEPARTMENT	DATE	POSITION	NEW VACANCY	NEW HIRES
Solicitor	02/12/2021	Attorney I	***	
Finance	02/09/2021	Financial Analyst II	*	
Finance	02/09/2021	Deputy Finance Director		*
Human Resources	02/16/2021	Compensation Manager		**
Fire	02/14/2021	Firefighter		*
Fire	02/21/2021	Fire District Chief	*	
Fire	02/21/2021	Deputy Fire Chief		*
Fire	02/14/2021	Firefighter		*
Police	02/26/2021	Emergency Services Dispatcher		*
Police	02/22/2021	Accounting Specialist II	*	
Police	02/22/2021	Animal Control Officer		*
Police	02/16/2021	Police Captain	**	
Police	02/17/2021	Police Lieutenant	*	
Police	02/17/2021	Police Captain		**
Police	02/17/2021	Police Sergeant	*	
Police	02/17/2021	Police Lieutenant		*
Police	02/17/2021	Police Officer	*	
Police	02/17/2021	Police Sergeant		*
Highway - DPW	02/19/2021	Highway Chief Engineer	***	
Highway - DPW	02/01/2021	Public Service Worker II	*	
Highway - DPW	02/01/2021	Equipment Operator III		*
Highway - DPW	02/19/2021	Customer Service Representative I	***	
		Total	11	11

*Due to Internal Promotions/Demotions/Position Control Changes

**Due to Retirement

*** Due to Resignation

Due to Lay off / % Discharged

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

March 23, 2021

To: Will Stewart, Chair
Human Resources and Insurance Committee

From: Kathleen Ferguson, Human Resources Director

Re: INFORMATIONAL ONLY: Summary of Grievances and Arbitrations

Attached is a summary document of outstanding and/or settled union grievances and arbitrations as of March 23, 2021.

KF/caf

March, 2021
Outstanding Grievances and Arbitrations

Department Case Number	Date Filed	GRIEVANCE	STATUS	ARB #/DATE	OUTCOME
AFSCME-Fleet 1-19		Sick Bank	Pre-Arb 1/9/20		Held in abeyance
AFSCME - Master P&R 12-18		OT and classification	Pre-Arb 8/22/18		This matter did not go forward to arbitration. Settlement pending.
AFSCME - Master 4-19	2/20/2019	Storm coverage and regular workday hours	Pre-Arb 5/14/2019	Arbitration Arb. Cooper 5/3/21	Arbitration has been scheduled.
AFSCME - Master 5-19	5/29/2020	Plus Rate Laborer	Pre-arb 6/18/2019	Arbitration Arb. Cooper 4/2/21	Parties have reached an Agreement in Principle and the Arbitration has been postponed pending settlement.
AFSCME - Master 7-19	9/13/2019	Promotion By-Pass	Pre-Arb 1/9/20		Held in abeyance
AFSCME- Master 8-19	10/1/2019	Promotion By-Pass	Pre-Arb 1/9/20		Held in abeyance
1- AFSCME Master-20	2/18/2020	Shift Differential			Held in abeyance
2-AFSCME Local 298-20	7/21/2020	No Call, No Show			Held In abeyance
3-AFSCME Local 298-20	7/23/2020	Promotion By-Pass		Arbitration Arb. Cooper 3/31/21	This arbitration has been canceled. Settlement pending.
1-AFSCME Local 298-21	1/6/21	Article 1 Recognition; Article 8 Hours of work and overtime		Class Action	This matter has been settled.

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

TO: Will Stewart, Chair
Human Resources and Insurance Committee

FROM: Kathleen Ferguson, Human Resources Director

DATE: March 23, 2021

SUBJECT: INFORMATIONAL ONLY: Vacancy Requisition Requests and Approvals

Attached is the Requisition Approval Report used to monitor the filling of vacant positions within the City of Manchester. The report reflects the current practice of submitting the request first to the Human Resource Department for verification of the vacancy. Once confirmed, the request to fill the vacancy is forwarded to the Mayor for approval.

KF/caf

2021 Requisition Report

Received	Req. #	Dept.	Position	Replacing	Replacement Name	HR Approved	Sent to Mayor	Mayor Approved
1/4/2021	1-30-21	Fire	Firefighter	Ducharme	Vaillancourt	1/4/2021	1/4/2021	1/5/2021
1/4/2021	2-25-21	Airport	Airport Operations and Maintenance Specialist	Coutu	ST. Ledger	1/5/2021	1/5/2021	1/5/2021
1/5/2021	3-33-21	Police	Police Lieutenant	Thompson	Houghton	1/5/2021	1/5/2021	1/5/2021
1/5/2021	4-33-21	Police	Police Sergeant	Houghton	Caron	1/5/2021	1/5/2021	1/5/2021
1/5/2021	5-33-21	Police	Police Officer	Promotion Replacement		1/5/2021	1/5/2021	1/5/2021
1/5/2021	6-50-21	DPW	Refuse Collector	Donati		1/6/2021	1/6/2021	1/7/2021
1/6/2021	7-50-21	DPW	Equipment Operator III	Grenier	Goupil	1/6/2021	1/6/2021	1/11/2021
1/6/2021	8-30-21	Fire	Director of Homelessness Initiative	New Position	Green	1/6/2021	1/6/2021	1/6/2021
1/6/2021	9-33-21	Police	Police Sergeant	Added to compl	Jusza	1/6/2021	1/6/2021	1/11/2021
1/7/2021	10-25-21	Airport	Assistant Airport Director--IT and Cybersecurity	New Position		1/7/2021	1/7/2021	1/11/2021
1/11/2021	11-33-21	Police	Police Captain	O'Keefe		1/11/2021	1/11/2021	1/11/2021
1/11/2021	12-33-21	Police	Police Lieutenant	Promotion Replacement		1/11/2021	1/11/2021	1/11/2021
1/11/2021	13-33-21	Police	Police Sergeant	Promotion Replacement		1/11/2021	1/11/2021	1/11/2021
1/11/2021	14-33-21	Police	Police Officer	Promotion Replacement		1/11/2021	1/11/2021	1/11/2021
1/11/2021	15-41-21	Health	Customer Service Representative II	May		1/11/2021	1/11/2021	1/25/2021
1/11/2021	16-10-21	Finance	Accountant I	Kennedy	Danielson	1/11/2021	1/11/2021	1/15/2021
1/11/2021	17-33-21	Police	Emergency Services Dispatcher (Police)	Jacques		1/11/2021	1/11/2021	1/11/2021
1/12/2021	18-20-21	Planning	Code Enforcement Inspector	Pollock		1/12/2021	1/12/2021	
1/12/2021	19-30-21	Fire	Emergency Services Dispatcher (Fire)	Lemay	Nesbitt	1/12/2021	1/12/2021	1/15/2021
1/13/2021	20-71-21	Library	Librarian III	St. Martin	Graves	1/13/2021	1/13/2021	1/15/2021
1/19/2021	21-33-21	Police	Police Captain	Mucci	Mcabe	1/19/2021	1/19/2021	1/19/2021
1/19/2021	22-33-21	Police	Police Lieutenant	Mcabe	Barter	1/19/2021	1/19/2021	1/19/2021
1/19/2021	23-33-21	Police	Police Sergeant	Barter	Seigle	1/19/2021	1/19/2021	1/19/2021
1/19/2021	24-33-21	Police	Police Officer	Promotion Replacement		1/19/2021	1/19/2021	1/19/2021
1/22/2021	25-54-21	Parking	Accounting Specialist II	Desrosiers	Lolicata	1/21/2021	1/22/2021	2/1/2021
1/22/2021	26-10-21	Finance	Deputy Finance Director	Wickens	Bogardus	1/22/2021	1/22/2021	2/1/2021
1/25/2021	27-7-21	Solicitors	Attorney I	Muller		1/26/2021	1/26/2021	2/1/2021
1/26/2021	28-29-21	Water	Utility Inspector II	Quinn	Zedon	1/28/2021	1/28/2021	2/5/2021
2/1/2021	29-41-21	Health	Public Health Dental Assistant	Temporary		2/3/2021	2/3/2021	2/5/2021
2/2/2021	30-30-21	Fire	Fire Lieutenant	Allard	Gelinas	2/3/2021	2/3/2021	2/5/2021
2/2/2021	31-30-21	Fire	FireFighter	Gelinas	Genthner	2/3/2021	2/3/2021	2/5/2021

2021 Requisition Report

Received	Req. #	Dept.	Position	Replacing	Replacement Name	HR Approved	Sent to Mayor	Mayor Approved
2/3/2021	32-20-21	Planning	Planner I - Lead Program	Hogan		2/3/2021	2/3/2021	2/5/2021
2/3/2021	33-29-21	Water	Public Service Worker II	Denver		2/3/2021	2/3/2021	2/8/2021
2/5/2021	34-50-21	DPW	Public Service Worker II	Goupil		2/5/2021	2/5/2021	2/5/2021
2/9/2021	35-50-21	DPW	Customer Service Representative I	Martin		2/10/2021	2/10/2021	2/16/2021
2/10/2021	36-50-21	DPW	Highway Chief Engineer	Connors	Friend-Gray	2/10/2021	2/10/2021	2/16/2021
2/10/2021	37-33-21	Police	Accounting Specialist II	Buchan	Hasic	2/11/2021	2/11/2021	2/16/2021
2/11/2021	38-71-21	Library	Librarian I	Graves	Ballard	2/11/2021	2/11/2021	2/16/2021
2/11/2021	39-13-21	Info System	Computer Operator II	Pinsonneault		2/11/2021	2/11/2021	2/16/2021
2/12/2021	40-25-21	Airport	Accounting Technician	New Position	Dubois	2/12/2021	2/12/2021	2/16/2021
2/12/2021	41-25-21	Airport	Administrative Services Manager	Ferraro		2/16/2021	2/16/2021	2/16/2021
2/12/2021	42-30-21	Fire	Firefighter	White		2/16/2021	2/16/2021	2/16/2021
2/18/2021	43-30-21	Fire	Deputy Fire Chief	New Position	Lamothe	2/18/2021	2/18/2021	2/19/2021
2/18/2021	44-22-21	Tax	Accounting Technician	Lea		2/18/2021	2/18/2021	2/19/2021
2/18/2021	45-41-21	Health	Community Health Worker (2)	Grant Funded	Saidybah	2/18/2021	2/18/2021	2/19/2021
2/19/2021	46-65-21	DPW	Recreation Aide (16)	Seasonal		2/19/2021	2/19/2021	2/23/2021
2/19/2021	47-65-21	DPW	Lifeguard I (33)	Seasonal		2/19/2021	2/19/2021	2/23/2021
2/19/2021	48-65-21	DPW	Lifeguard II Submitting in error--req deleted	Seasonal		2/19/2021	2/19/2021	2/23/2021
2/19/2021	49-65-21	DPW	Aquatics Supervisor (1)	Seasonal		2/19/2021	2/19/2021	2/23/2021
2/19/2021	50-65-21	DPW	Recreation Maintenance Worker (12)	Seasonal		2/19/2021	2/19/2021	2/23/2021
2/19/2021	51-65-21	DPW	Recreation Maintenance Worker (5)	Seasonal		2/19/2021	2/19/2021	2/23/2021
2/19/2021	52-65-21	DPW	Recreation Maintenance Worker (1)	Seasonal		2/19/2021	2/19/2021	2/23/2021
2/19/2021	53-65-21	DPW	Recreation Maintenance Worker (12)	Seasonal		2/19/2021	2/19/2021	2/23/2021
2/19/2021	54-65-21	DPW	Recreation Maintenance Worker (12)	Seasonal		2/19/2021	2/19/2021	2/23/2021
2/19/2021	55-65-21	DPW	Recreational Specialist I (33)	Seasonal		2/19/2021	2/19/2021	2/23/2021
2/19/2021	56-65-21	DPW	Recreational Specialist II (9)	Seasonal		2/19/2021	2/19/2021	2/23/2021
2/22/2021	57-65-21	DPW	Equipment Operator III	Newly Reclassified		2/22/2021	2/22/2021	2/23/2021
2/23/2021	58-33-21	Police	Crime Analyst	Cowhey-Draleaus		2/24/2021	2/24/2021	2/26/2021
2/25/2021	59-29-21	Water	Engineering Technician II	Zedon		2/26/2021	2/26/2021	2/26/2021
2/26/2021	60-33-21	Police	Emergency Communications Supervisor	Gleason		2/26/2021	2/26/2021	2/26/2021
2/24/2021	61-33-21	Police	Police Services Specialist	Hasic		2/26/2021	2/26/2021	2/26/2021
2/26/2021	62-25-21	Airport	Airport Maintenance Worker I	Wood		2/26/2021	2/26/2021	3/5/2021
3/2/2021	63-29-21	Water	Laborer (14)	Temporary		3/4/2021	3/4/2021	3/18/2021

2021 Requisition Report

Received	Req. #	Dept.	Position	Replacing	Replacement Name	HR Approved	Sent to Mayor	Mayor Approved
3/2/2021	64-29-21	Water	Watershed Patrol Officer I (1)	Temporary		3/4/2021	3/4/2021	3/18/2021
3/3/2021	65-65-21	DPW	Lifeguard Supervisor (8)	Temporary		3/4/2021	3/4/2021	3/5/2021
3/4/2021	66-65-21	DPW	Urban Forester	Baer		3/4/2021	3/4/2021	3/10/2021
3/8/2021	67-30-21	Fire	Firefighter	Welch		3/8/2021	3/8/2021	3/10/2021
3/9/2021	68-71-21	Library	Office Assistant	Ballard		3/10/2021	3/10/2021	3/10/2021
3/12/2021	69-4-21	City Clerk	Security Officer	Gonzalez		3/15/2021	3/15/2021	3/18/2021
3/12/2021	70-4-21	City Clerk	Administrative Services Manager	McCarthy		3/15/2021	3/15/2021	3/18/2021
3/16/2021	71-50-21	DPW	Civil Engineer II	Gray		3/16/2021	3/16/2021	3/18/2021
3/16/2021	72-33-21	Police	Police Records Specialist I	Mirolo		3/16/2021	3/16/2021	3/18/2021
3/16/2021	73-50-21	DPW	Traffic Maintenance Worker II	Rice		3/16/2021	3/16/2021	3/18/2021
3/18/2021	74-33-21	Police	Emergency Services Dispatcher	Josephson		3/18/2021	3/18/2021	3/18/2021

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

March 8, 2021

To: Will Stewart, Chair
Human Resources and Insurance Committee

From: Kathleen Ferguson, Human Resources Director

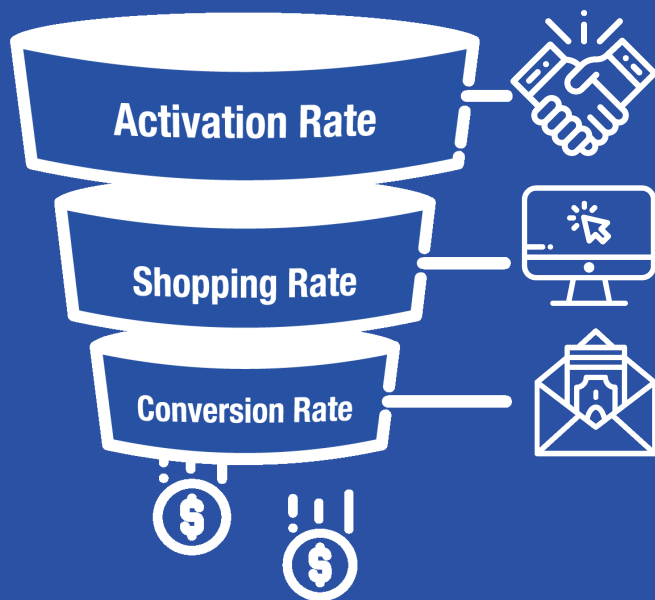
RE: Sapphire SmartShopper Report (January, 2021)

Sapphire SmartShopper Report

Attached is the City of Manchester's SmartShopper monthly results for January, 2021.

Total Savings for **January, 2021** was \$34,542. Total YTD savings \$34,542.

- January 2020 vs. January, 2021 savings is down \$48,039.
- YTD Savings 2020 to 2021 is down \$48,039.
- Activation Rate 47% Activated Shopping Rate 96%, Activated Conversion Rate 80%
- In November we have 3 new additional activations which is .5% of the 556 households that are activated, 148 shopping searches and 92 incentives paid.

Jan 2021
Report Date**PERFORMANCE REPORT****EXECUTIVE SUMMARY-Program to Date****Eligible
Population****2,835**
Members**1,186**
Households

47% Activation Rate	8% Activation Benchmark	556 Activated Households
96% Activated Shopping Rate	66% Activated Shop Benchmark	536 Households Shopped
80% Shop Conversion Rate	35% Shop Conversion Benchmark	431 Households Receiving Incentive
		3,960 Total #Incentives

**\$3,107,074**
Total Gross Savings**\$293,470**
Total Incentives(\$)**\$2,813,604**
Total Claims Savings**Incentive and Savings Summary**

Timeframe	Gross Savings	Incentives Paid(\$)	Claims Savings	Incentives Paid(#)
MTD	\$34,542	\$5,725	\$28,817	92
YTD	\$34,542	\$5,725	\$28,817	92
PTD	\$3,107,074	\$293,470	\$2,813,604	3,960

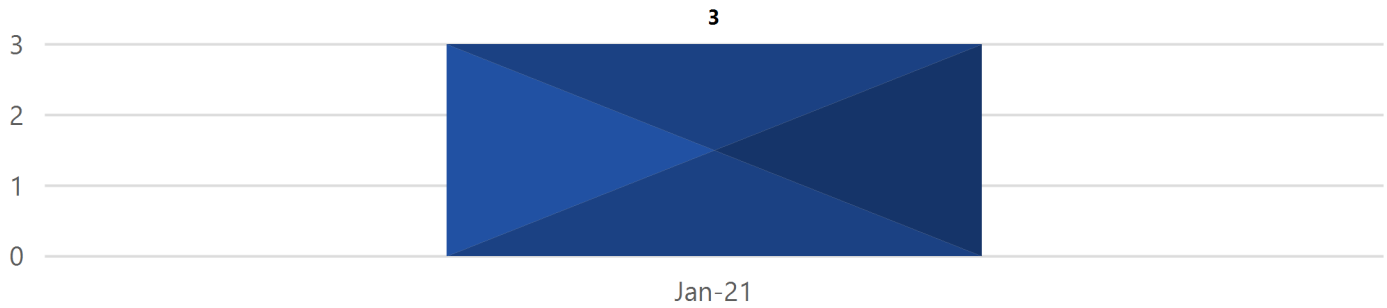
Jan 2021

Report Date

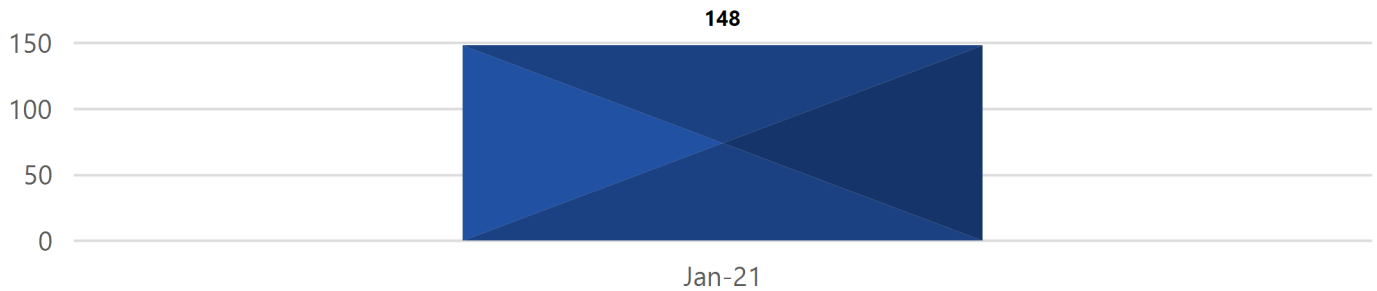
PERFORMANCE REPORT



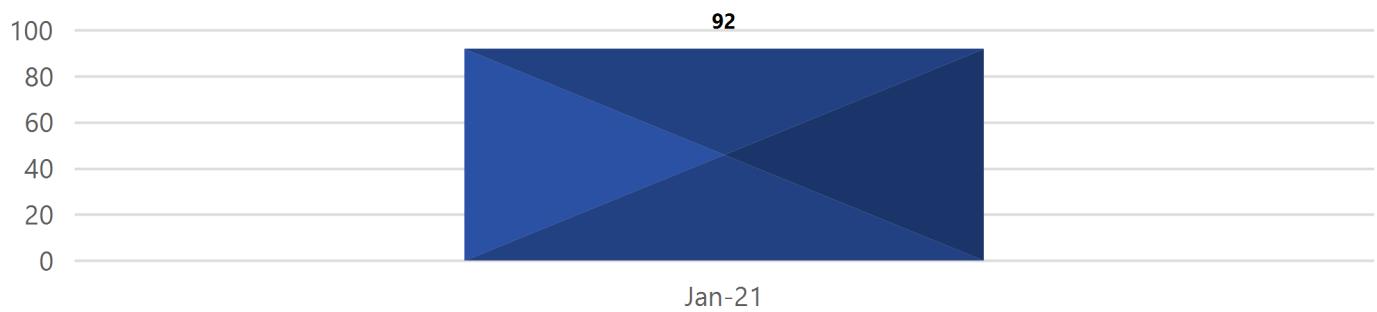
Activations



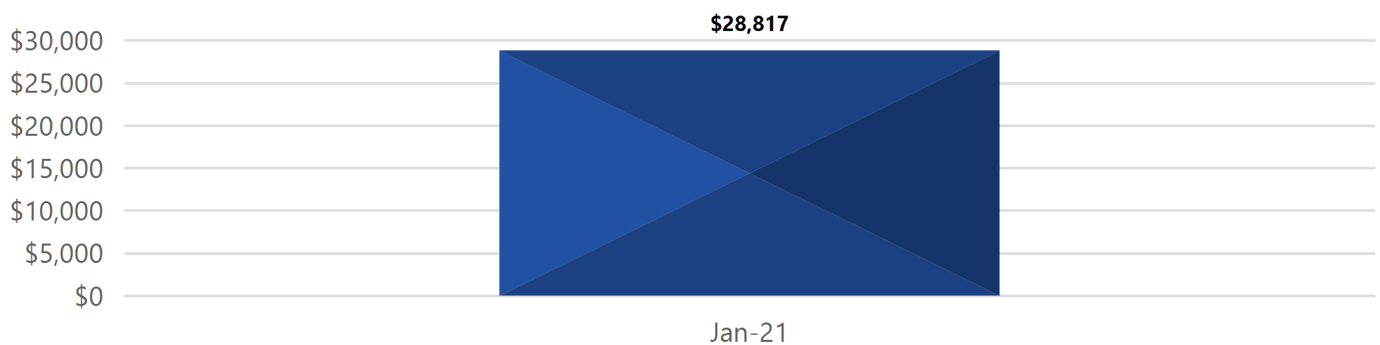
Shopping



Incentives



Claim Savings



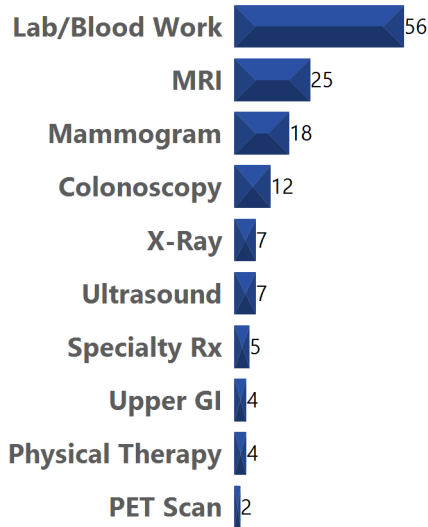
Jan 2021

Report Date

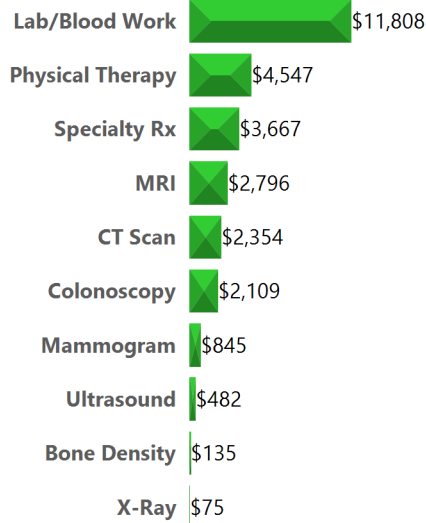
PERFORMANCE REPORT

Top Procedures Summary (Jan 2021 - Jan 2021)

Top Shopping Procedures

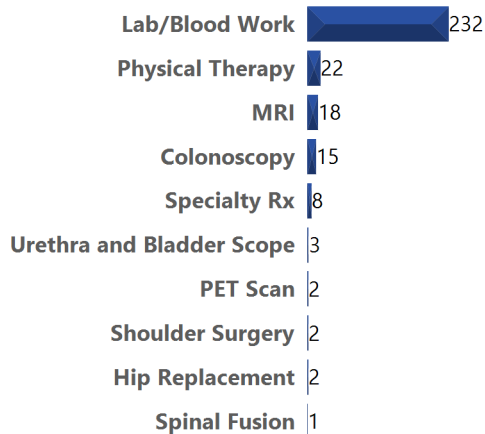


Top Savings Summary

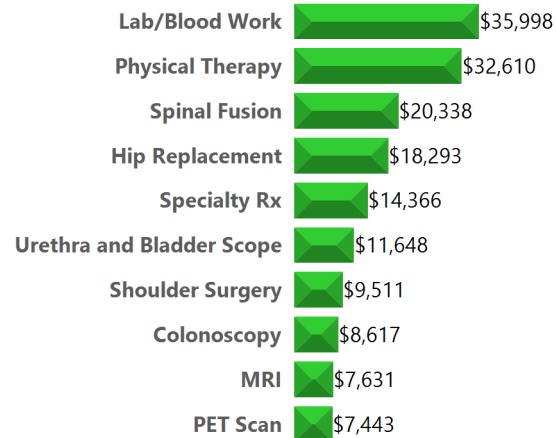


Missed Opportunity Procedure Summary (Jan 2021 - Jan 2021)

Top 10 Missed Opportunity Claims



Top 10 Missed Opportunity Savings



Jan 2021
Report Date

PERFORMANCE REPORT

Cost-Effective Breakout By Procedure (Jan 2021 - Jan 2021)

Procedure Name	Incurred Claims	Shopping Activity	Incentives Paid(#)	Incentives Paid (\$)	Savings	Savings Per Case	Sapphire BOB savings(Prior Year)	Potential Savings
Back Surgery	0	0	0	\$0	\$0	\$0	\$3,848	\$0
Bariatric Surgery	0	0	0	\$0	\$0	\$0	\$6,805	\$0
Bone and Joint Imaging	0	0	0	\$0	\$0	\$0	\$645	\$0
Bone Density	2	2	1	\$50	\$135	\$135	\$85	\$85
Breast Biopsy	0	2	0	\$0	\$0	\$0	\$1,198	\$0
Breast Lumpectomy	0	0	0	\$0	\$0	\$0	\$0	\$0
Bronchoscopy	0	0	0	\$0	\$0	\$0		\$0
Bunionectomy	0	0	0	\$0	\$0	\$0	\$6,935	\$0
Carpal Tunnel	0	0	0	\$0	\$0	\$0	\$1,474	\$0
Cataract Removal	0	0	0	\$0	\$0	\$0	\$1,485	\$0
Colonoscopy	15	12	7	\$950	\$2,109	\$301	\$1,077	\$8,617
CT Scan	14	0	2	\$300	\$2,354	\$1,177	\$376	\$4,511
Dilation & Curettage - D&C	0	0	0	\$0	\$0	\$0		\$0
Ear Tubes	3	0	0	\$0	\$0	\$0	\$169	\$506
Gall Bladder Surgery	0	0	0	\$0	\$0	\$0	\$5,852	\$0
Hammertoe Correction	0	0	0	\$0	\$0	\$0		\$0
Hernia Repair	1	0	0	\$0	\$0	\$0	\$2,316	\$2,316
Hip Replacement	2	0	0	\$0	\$0	\$0	\$9,147	\$18,293
Hysterectomy	1	0	0	\$0	\$0	\$0	\$1,286	\$1,286
Hysteroscopy	0	0	0	\$0	\$0	\$0	(\$100)	\$0
Knee Replacement	0	2	0	\$0	\$0	\$0	\$5,420	\$0
Knee Surgery	0	0	0	\$0	\$0	\$0	\$1,626	\$0
Lab/Blood Work	232	56	58	\$1,450	\$11,808	\$204	\$207	\$35,998
Lithotripsy - Kidney Stones	0	0	0	\$0	\$0	\$0	\$2,160	\$0
Mammogram	27	18	11	\$450	\$845	\$77	\$120	\$1,924
MRI	18	25	3	\$450	\$2,796	\$932	\$509	\$7,631
Orthopedic Procedure	0	0	0	\$0	\$0	\$0		\$0
PET Scan	2	2	0	\$0	\$0	\$0	\$3,722	\$7,443
Physical Therapy	22	4	3	\$450	\$4,547	\$1,516	\$1,716	\$32,610
Prostate Surgery	1	0	0	\$0	\$0	\$0		\$0
Shoulder Surgery	2	0	0	\$0	\$0	\$0	\$4,755	\$9,511



Jan 2021
Report Date

PERFORMANCE REPORT

Cost-Effective Breakout By Procedure (Jan 2021 - Jan 2021)

Procedure Name	Incurred Claims	Shopping Activity	Incentives Paid(#)	Incentives Paid (\$)	Savings	Savings Per Case	Sapphire BOB savings(Prior Year)	Potential Savings
Sinus Surgery	1	0	0	\$0	\$0	\$0	\$6,608	\$6,608
Specialty Rx	8	5	3	\$1,500	\$3,667	\$1,222	\$2,873	\$14,366
Spinal Fusion	1	0	0	\$0	\$0	\$0	\$20,338	\$20,338
Tonsils and Adenoids	0	0	0	\$0	\$0	\$0	\$2,352	\$0
Total Revision of Hip and Knee	0	0	0	\$0	\$0	\$0		\$0
Tubal Ligation	0	0	0	\$0	\$0	\$0	\$3,038	\$0
Ultrasound	26	7	3	\$100	\$482	\$161	\$170	\$3,903
Upper GI	4	4	0	\$0	\$0	\$0	\$1,188	\$4,751
Urethra and Bladder Scope	3	0	0	\$0	\$0	\$0	\$3,883	\$11,648
Uterine Tissue Biopsy	0	2	0	\$0	\$0	\$0		\$0
X-Ray	83	7	1	\$25	\$75	\$75	\$69	\$5,627
Total	468	148	92	\$5,725	\$28,817			\$197,972



Jan 2021
Report Date

PERFORMANCE REPORT

Engagement Details (Program To Date)

Activation	Registration	Shopping	
556 Total HH's Activated	505 Total HH's Registered	536 Total HH's that Shopped	
77% Digital Activation	71% Digital Registration	61% Digital Shopping	55% Male Shopper
23% PAT Activation	29% PAT Registration	39% PAT Shopping	45% Female Shopper

Metric Name	Definition
Activation Rate	Total Activated Households/Total Households
Registration	First instance of a Member validating or providing an email and/or phone number
Shopping	Total number of phone inquiries and web searches by Households
Activated Households that Shopped	How many Activated Households had shop activity for incentivized procedures
Activated Shopping Rate	Total Activated Households that shopped for incentivized procedures/ Total Activated Households
# Incentives Paid	How many Incentives had the client/account received
\$ Incentives Paid	How much had the client/account received from Incentives
Shop Conversion Rate	Total Activated Households receiving an Incentive / Total Activated Households that Shopped
Claims Savings	Calculated as Gross Savings amount - Incentive Amount
Gross Savings	Dollar amount saved by Households choosing to receive care by incentivized providers rather than higher priced providers (original provider cost minus the cost of the incentivized provider). Sum Of Incentive Amounts and Claim Savings.
Savings Per Case	Claim Savings/Incentives Paid
Book of Business Average Savings(prior year)	Average savings per Incentives paid across Sapphires book of business for comparison purposes
Potential Savings	(Incurred Claims-Incentives Paid) * (BoB Average Savings)
Conversion	Member successfully receiving an incentive after shopping

Disclaimer: This report may contain include protected health information ("PHI") and Client represents the report recipient is a permitted recipient under state and federal laws and regulations, including but not limited to HIPAA. In the event such individual is no longer a permitted recipient, Client shall notify Sapphire Digital immediately.

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

March 19, 2021

Alderman Will Stewart, Chair
Human Resources and Insurance Committee
City of Manchester
One City Hall Plaza
Manchester, NH 03101

Dear Chair Stewart and HRIC Members:

On March 11, 2021, President Joe Biden signed into law the American Rescue Plan Act (ARPA) of 2021 to provide economic relief during the coronavirus pandemic. The measure has several provisions of note that directly affect the City of Manchester.

One that is mandatory, refers to the Consolidated Omnibus Budget Reconciliation Act (COBRA). Prior to ARPA, workers and dependents assumed full responsibility for payment of premiums. ARPA now requires employers to provide up to six months of 100% subsidized COBRA coverage to those who are eligible for COBRA because of an involuntary termination from employment or a reduction in work hours. The premium subsidy will last from April 1, 2021, through September 30, 2021,

Human Resources is working with Benefit Strategies and will keep the Committee updated as new information becomes available from the Department of Labor.

Respectfully submitted,

Kathleen Ferguson, SHRM-CP, PHR
Human Resources Director

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

March 19, 2021

Alderman Will Stewart, Chair
Human Resources and Insurance Committee
City of Manchester
One City Hall Plaza
Manchester, NH 03101

Dear Chair Stewart and HRIC Members:

On March 11, 2021, President Joe Biden signed into law the American Rescue Plan Act (ARPA) of 2021 to provide economic relief during the coronavirus pandemic. The measure has several provisions of note that directly affect the City of Manchester.

- While not required, paid leave for employee absences related to COVID-19, allows voluntarily extending FFCRA (Families First Coronavirus Response Act) leave from March 31, 2021 to September 30, 2021.
- Additional qualifying reasons for paid leave include:
 - Employees obtaining a COVID-19 vaccination for up to 3 hours with supervisor approval.
 - Employees recovering from any illness related to receiving the vaccine.
 - Extend EFMLA (2/3rds pay up to \$200 a day) – for child care due to school closing through September, 2021.
- As of April 1, 2021, employers may voluntarily offer 10 days of paid sick leave (equal to 80 hours or 2 weeks) to employees also through September 2021.

Human Resources recommends approving these new provisions.

Respectfully submitted,

Kathleen Ferguson, SHRM-CP, PHR
Human Resources Director

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

November 16, 2020

Alderman Will Stewart, Chair
Human Resources and Insurance Committee
City of Manchester
One City Hall Plaza
Manchester, NH 03101

Dear Chair Stewart and HRIC Members:

New Hampshire's legislative session had some legislative updates which includes one that has a cost impact to the City of Manchester.

- **HB 1280-FN** (see attached) has a cap on cost shares for prescription insulin drugs, and requires insurance coverage for epinephrine auto-injectors. The projected cost range will be approximately \$550/ month to \$1550.45/month based on current utilization across the City's book of business.

Per attached, the other legislative house bills do not have any cost impact.

Human Resources recommends following the New Hampshire Legislative updates and including HB 1280-FN, HB 11264-FN, HB 1639, and HB 1623 to the City of Manchester's current health insurance program.

Respectfully submitted,

Kathleen Ferguson, SHRM-CP, PHR
Human Resources Director

Legislative updates

New Hampshire's legislative session:

- **HB 1280-FN** – cost impact is range of \$0.35 - \$0.55 PMPM on copay plans and \$0.90- \$1.10 PMPM on High Deductible Plans---Cap on cost shares for prescription insulin drugs (similar to ME LD 2096, with a lower cost share limit of \$30), and requiring insurance coverage for epinephrine auto-injectors. Requires 2 business day turnaround time for any prior authorization request for formulary drugs. PA request is deemed approved if PA process not completed within 2 business days.
 - Each insurer that provides coverage for prescription insulin drugs shall cap the total amount that a covered person is required to pay for each covered insulin drug prescription at an amount not to exceed \$30 for each 30-day supply of each insulin prescription. Coverage for prescription insulin drugs shall not be subject to any deductible.
 - Each insurer that issues or renews any individual/group policy of accident or health insurance providing benefits for medical or hospital expenses, shall provide to certificate holders of such insurance, who are residents of this state, coverage for the cost of epinephrine auto-injectors.
- **HB 1264-FN** – minimal utilization expected, no cost impact
 - Requires insurance coverage for perfluoroalkyls (PFAS) and perfluorinated compound (PFC) blood testing.
- **HB 1639** – Omnibus Bill—no cost impact, most of this we cover already
 - Clarifies the prior authorization procedures under group health insurance policies and managed care
 - Requires insurance coverage for long-term antibiotic therapy for tick-borne illness.
 - Reimbursement Parity Required for mental health and substance use disorder treatment services.
 - Prior authorization limitations for medication-assisted treatment therapy
 - Pharmacy Rights During Audits
 - Authorizes pharmacists to administer a COVID-19 vaccine if one is available.
 - Non-covered dental services
 - Repeals the sunset of insurance coverage for oral anti-cancer therapies
- **HB 1623** – Amends Telemedicine Act. – clarifies what we already do with audio, no cost impact
 - Definition of “Telemedicine” expanded to include audio-only
 - Requires parity in payment for telemedicine
 - Requires reimbursement for an “originating” site
 - Combined payment for originating and distant sites shall be the same as the allowed amount for an in-person visit

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

March 12, 2021

Alderman Will Stewart, Chair
Human Resources and Insurance Committee
City of Manchester
One City Hall Plaza
Manchester, NH 03101

Dear Chair Stewart and HRIC Members:

Police Chief, Allen Aldenberg requests increasing the hourly rate of Manchester Police Department (MPD) Reserve Officers, (Police Officer-Temp) from grade 18 step 1 (\$23.09/hour - nonaffiliated) to a grade 19 step 3 (\$26.22/hour - nonaffiliated). Currently the class specification - Police Officer (9280) is a grade 19. Chief Aldenberg is requesting to increase the Reserve Officer grade from 18 to grade 19 and mirror the grade of the Police Officer class specification.

According to the Manchester Police Department's Standard Operating Procedures (SOP's):

RESERVE OFFICERS

II POLICY

*"...Reserve Officers will not replace full-time officers, but **will meet the same standards and requirements of our full-time certified officers.**"*

III. DEFINITION

*"A RESERVE OFFICER is a sworn part-time, **fully certified and trained law enforcement officer** appointed by the Chief of Police. **Selection criteria for reserve officers shall be consistent with the selection of full time officers.**"*

Chief Aldenberg has stated that "...over the years the MPD has grown and acquired other responsibilities, the need has risen exponentially for Reserve Officers to supplement our full-time officers and detectives."

Although part-time and reserve positions are not subject to the provisions of the collective bargaining agreement, the positions' class specifications are essentially the same. Therefore, salary grades should match the full-time positions.

1 City Hall Plaza • Human Resources Department • Manchester, New Hampshire 03101 • (603) 624-6543 •
FAX: (603) 628-6065
E-mail: HumanResources@ManchesterNH.gov • Website: www.manchesternh.gov

The many years of experience Reserve Officers have within the MPD constitutes a step 3 pay rate. The request is in keeping with City Ordinance 33.046 Entrance Pay Rates:

“Starting rate on initial employment. Original appointment to any position shall be made at the entrance or minimum rate of the pay grade and advancement from the entrance rate to the maximum rate within a pay range shall be by successive steps. Upon recommendation of the department heads and the Human Resources Director, or the Human Resources and Insurance Committee, the Mayor may approve initial compensation at a higher rate than the minimum rate in the pay range for the class when **the needs of the service so require; provided that any such exception is based on the outstanding and unusual character of the employee's experience** and ability over and above the qualification requirements specified for the class, **or that a critical shortage of qualified applicants exist.** In the latter case, any incumbents in the same class performing identical duties and receiving a lower rate shall have their rates increased to the rate established for entrance of new employees.”

Reserve Officers are certified police officers, and perform many of the duties and responsibilities of regular full time Police Officers, along with possessing many years of experience.

Chief Aldenberg has confirmed he has the funds for this increase, and it will not have a negative impact on the department's FY 2021 budget.

Human Resources recommends:

- increasing the hourly rate of Reserve Officers from \$23.09 per hour, (reflective of a grade 18 step 1 nonaffiliated) to \$26.22 per hour (reflective of a grade 19 step 3 nonaffiliated).

Respectfully submitted,

Kathleen Ferguson, SHRM-CP, PHR
Human Resources Director

Chief of Police
Allen D. Aldenberg

Assistant Chief
Steven A. Mangone



Commission
Scott R. Spradling, *Chairman*
Charlie Sherman
Manny Content
Eva Castillo
John G. Cronin

CITY OF MANCHESTER

Police Department

March 4, 2021

Board of Mayor and Aldermen
Human Resources Director
City of Manchester
One City Hall Plaza
Manchester, NH 13101

Dear Mayor and Board of Aldermen,

The purpose of this memo is to request increasing the hourly rate of pay of the Manchester Police Department's Reserve Officers. Currently, the hourly rate of a Reserve Officer is based on the City of Manchester's pay scheduled at a pay grade 18/Step 1 (\$23.09). The proposed increase will commensurate with the Manchester Police Department's most junior Police Officer, that being a pay grade 19/Step 3 (\$26.22). My administration sees a need for this increase as an incentive to retain our current Reserve Officers and to incentive future retirees to remain with the agency as a Reserve Officer.

The primary duty of the Reserve Officers is to assist and support full-time personnel in the day-to-day delivery of law enforcement services to the community. Reserve Officers will be assigned to patrol functions to assist and supplement the full-time officers. Some of these functions include but are not limited to serving subpoenas, working special events, assisting in the booking area, traffic control duties and any other duties as directed.

Over the years, as our department grew and acquired other responsibilities, the need has risen exponentially for Reserve Officers to supplement our full-time officers and detectives. Reserve Officers assist the Investigative Division constantly in the presentation of felony level indictments to the Hillsborough County grand juries. Due to the large case load in Manchester, they are needed for several days during the third week of every month. Their assistance is paramount, especially when our investigators are not available due to a critical incident investigation. Reserve Officers also assist in

Michael L. Briggs Public Safety Building
405 Valley Street • Manchester, New Hampshire 03103 • (603) 668-8711 • FAX: (603) 668-8941
E-mail: ManchesterPD@manchesternh.gov • Website: www.manchesterpd.com

A NATIONALLY ACCREDITED LAW ENFORCEMENT AGENCY



March 4, 2021

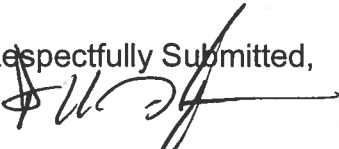
the areas of data entry, specifically NCIC validations, criminal court bail conditions and domestic violence petition conditions. With the skills obtained during their careers, Reserve Officers assist the department in the areas of grant writing, court preparation and research with regard to requests for police records.

As non-affiliated employees, the Reserve Officers do not receive pay increases normally governed by collective bargaining agreements nor do they receive cost of living increases. It is also my understanding that when the Reserve Officer Program was instituted in 2006, that the agreement was that the rate of pay for Reserve Officers would be equal to the rate of pay of a full-time entry level Police Officer.

This pay increase will not have a negative impact on the Manchester Police Department FY 2021 budget as we can absorb any additional cost.

Thank you in advance for your consideration.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read 'Aldenberg', written over the text 'Respectfully Submitted,'.

Allen D. Aldenberg
Chief of Police

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

March 29, 2021

Alderman Will Stewart, Chair
Human Resources and Insurance Committee
City of Manchester
One City Hall Plaza
Manchester, NH 03101

RE: Manchester Police Complement Change

Dear Chair Stewart and HRIC Members:

Police Chief, Allen Aldenberg requests eliminating one Customer Service Representative II (1030) grade 12 in the Ordinance Violations Bureau (OVB), and adding one Police Records Specialist I (9170) grade 12 to their current complement.

The Chief reports that after conducting a workload assessment he and his staff has determined that OVB can operate efficiently with one less Customer Service Representative II, and is in need of an additional Police Records Specialist I in the Records Division due to an increased workload.

Both positions are grade 12, so there is no financial impact on the Police Department's FY 2021 budget.

Human Resources recommends:

- Eliminating one (1) Customer Service Representative II (1030) grade 12
- Adding one (1) Police Records Specialist I (9170) grade 12

Respectfully submitted,

Kathleen Ferguson, SHRM-CP, PHR
Director of Human Resources

Chief of Police
Allen D. Aldenberg
Assistant Chief
Steven A. Mangone



Commission
Scott R. Spradling, *Chairman*
Charlie Sherman
Manny Content
Eva Castillo
John G. Cronin

CITY OF MANCHESTER
Police Department

February 26, 2021

Kathleen Ferguson
Human Resources Director
City of Manchester
One City Hall Plaza
Manchester, NH 03101

Dear Ms. Ferguson,

I am writing to request the elimination of one (1) Customer Service Representative II position in lieu of adding one (1) Police Records Specialist I position, within the same pay grade.

Currently, the Police Department is authorized three (3) Customer Service Representative II positions assigned to the Ordinance Violations Bureau. After conducting a workload assessment and in consultation with the Ordinance Violations Coordinator we have determined that the number of Customer Service Representative II positions can be reduced. Included in this assessment was the finding that the Records Division is in need of additional personnel due to increased workload.

There is no financial impact as both positions are a Grade 12.

The intent is to fill one (1) vacant Police Records Specialist I position with one (1) current Customer Service Representative II. Subsequent the Police Records Specialist I position being filled (and the Customer Service Representative II position becomes vacant), the Police Department will eliminate one (1) Customer Service Representative II position.

If you have any questions, please don't hesitate to contact me.

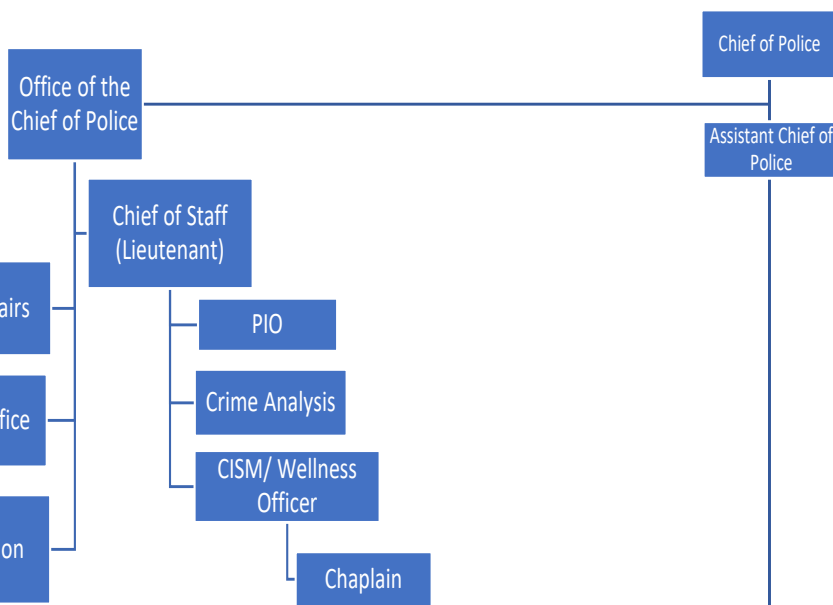
Sincerely,

Allen D. Aldenberg
Chief of Police
Manchester Police Department

Michael L. Briggs Public Safety Building
405 Valley Street • Manchester, New Hampshire 03103 • (603) 668-8711 • FAX: (603) 668-8941
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A NATIONALLY ACCREDITED LAW ENFORCEMENT AGENCY

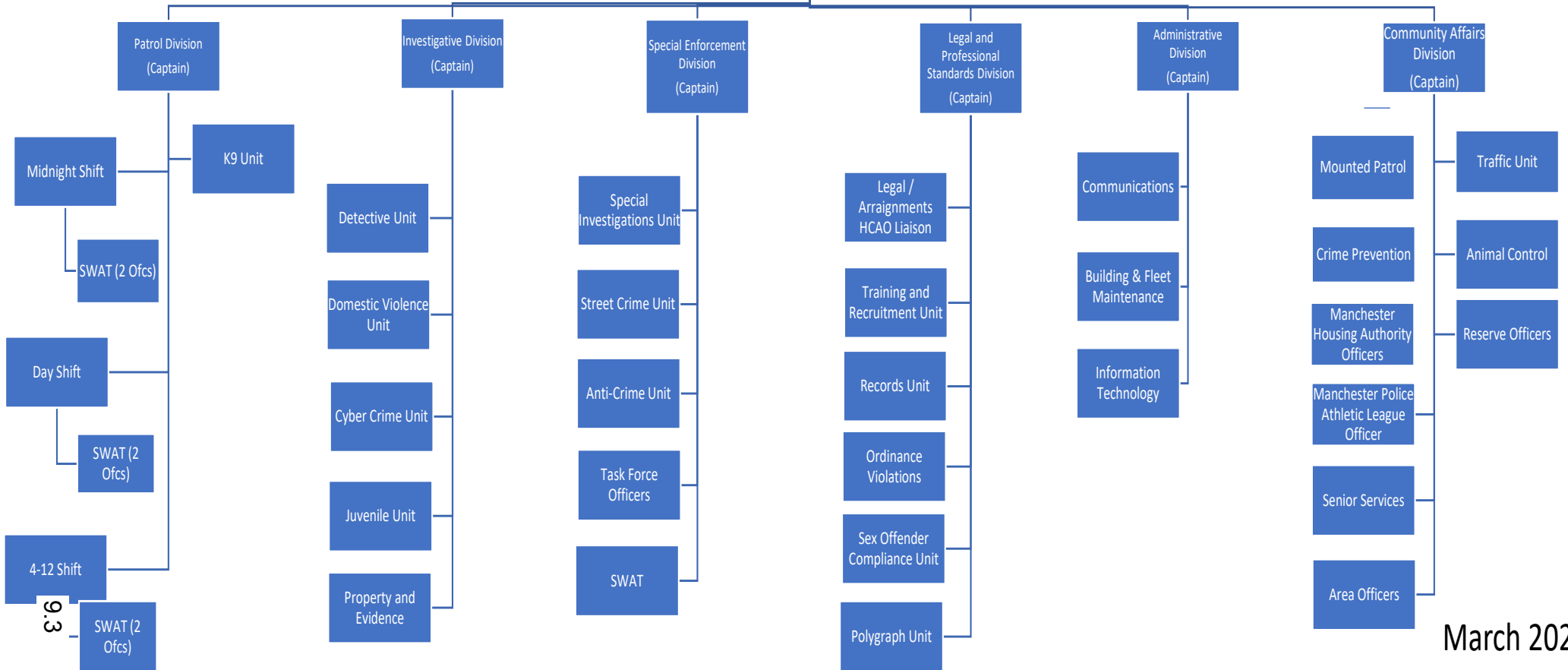


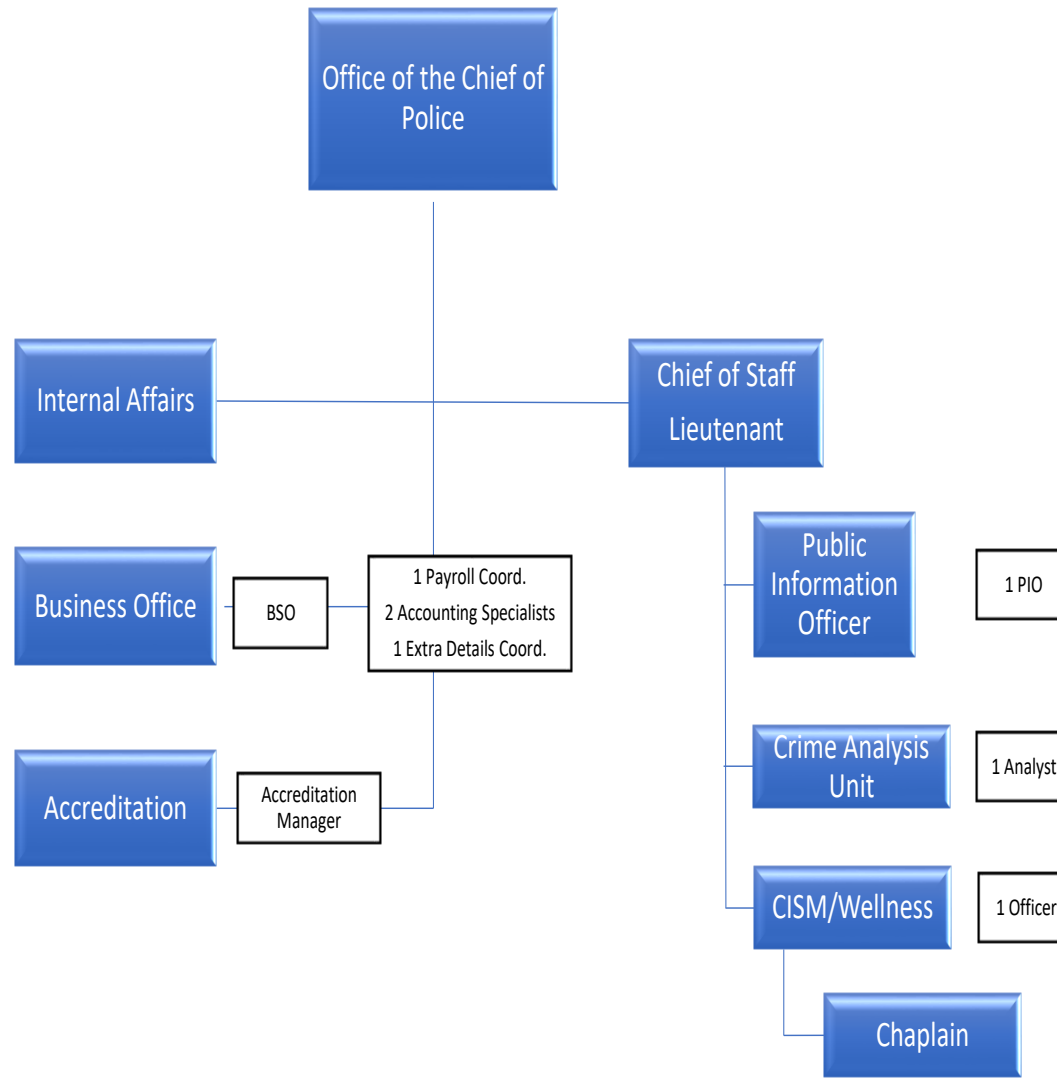


Position	Authorized
Chief of Police	1
Assistant Chief of Police	1
Captains	6
Lieutenants	9
Sergeants	25
Officer / Detectives	225
Total	267
Reserve Officers	30
Total	30

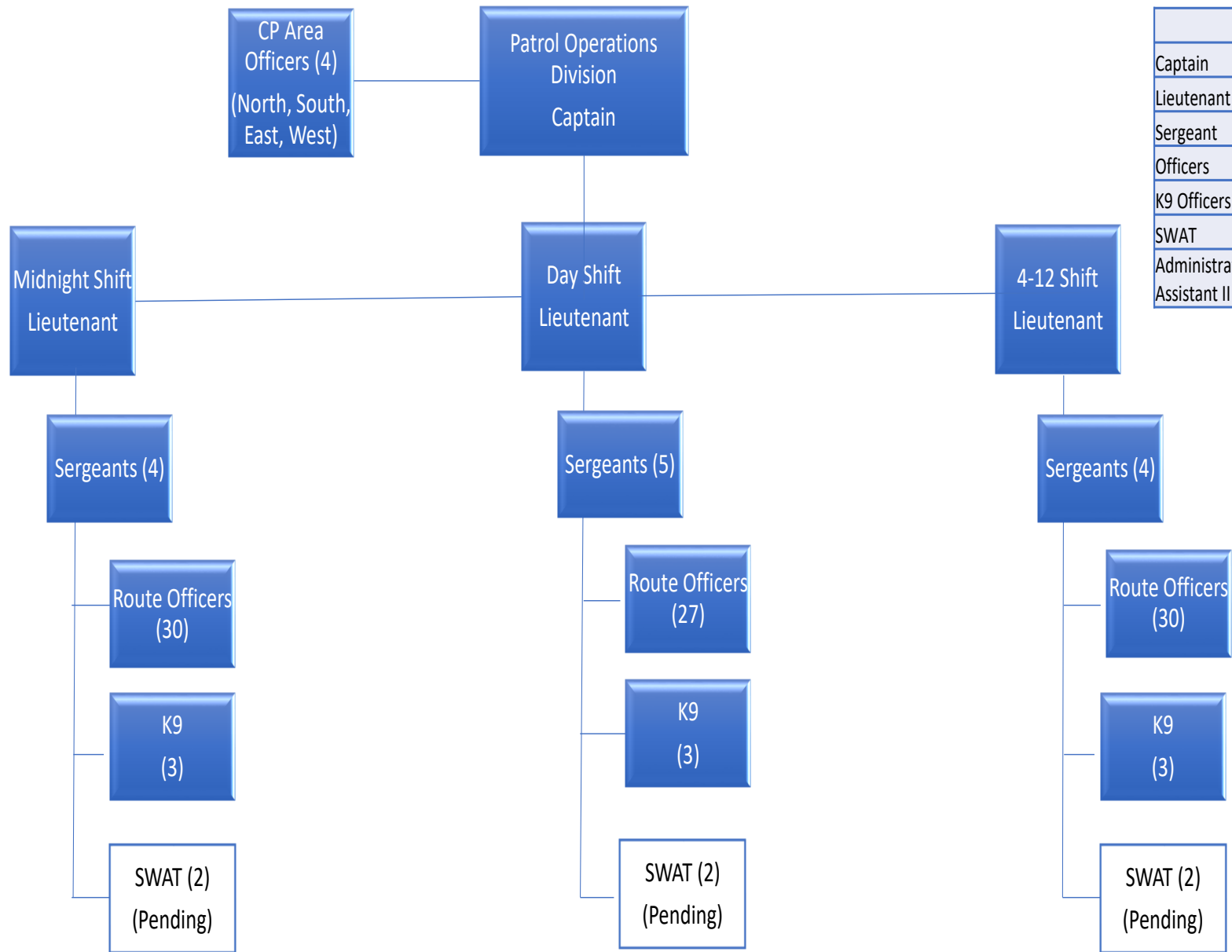
Total Full Time Compliment: 330
Total Reserve: 30

Position	Auth.	Position	Auth.
Accounting Specialist II	2	Ordinance Violations Coordinator	1
Administrative Assistant I	2	Payroll Coordinator	1
Administrative Assistant II	3	Police Records Specialist I	6
Administrative Assistant III	1	Police Records Specialist II	1
Business Services Officer	1	Police Records Supervisor	1
Crime Analyst	1	Police Services Specialist	6
Custodial Services Sup	1	Police Telecom Manager	1
Customer Serv. Rep II (OVb)	2	Accreditation Manager	1
Emergency Coms Sup	5	Prosecutor Admin Asst – VAWA	1
Emerg Services Dispatcher	16	Public Information Officer	1
Evidence Specialist	3	Vic/Witness Advocate-VAWA	1
Financial Analyst I	1	Victim/Witness Advocate	1
Info Support Specialist	2	Animal Control Officer	2
Total = 63			

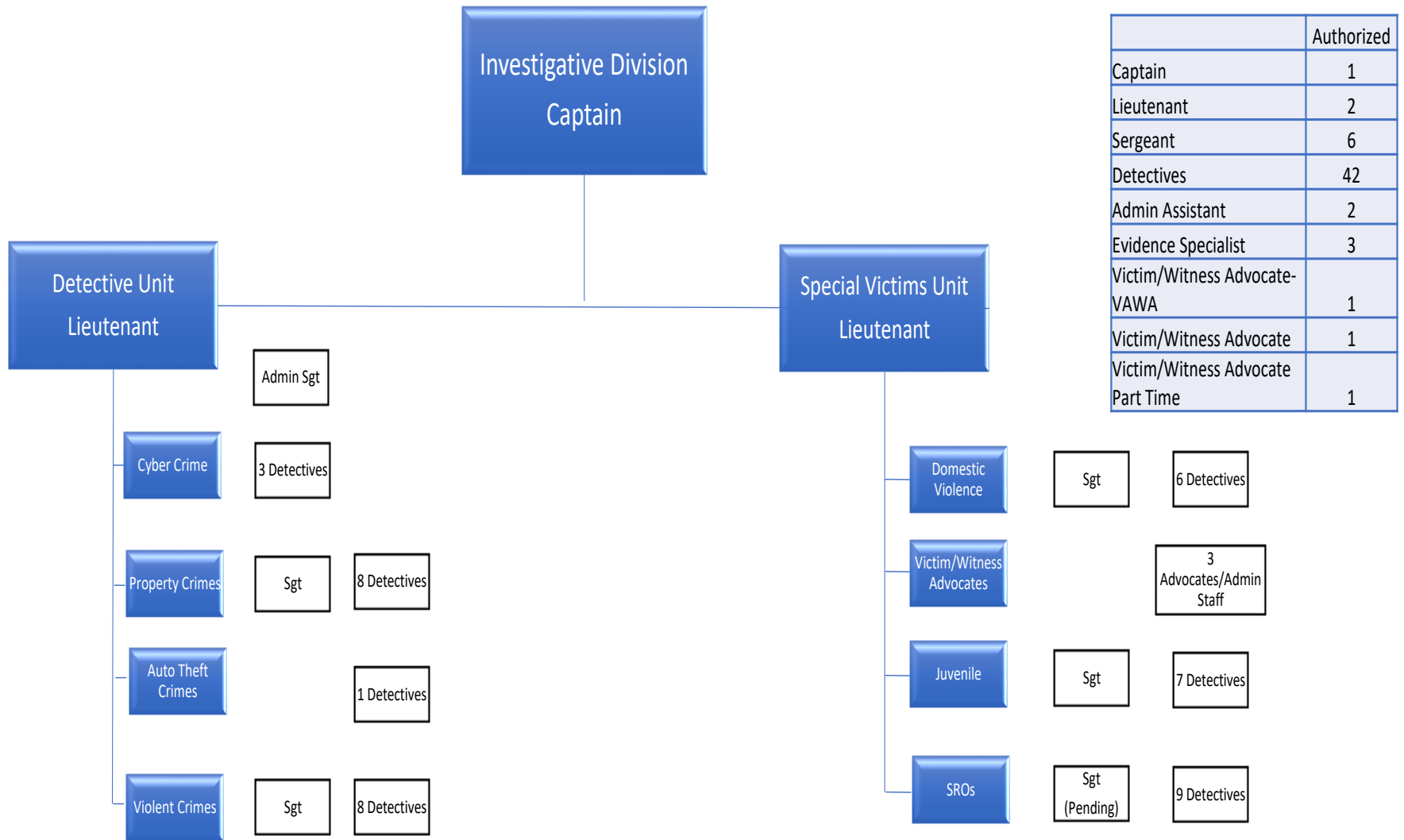




	Authorized
Administrative Assistant III	1
Lieutenant (Chief of Staff)	1
Business Services Officer	1
Accounting Specialist II	2
Financial Analyst I	1
Payroll Coordinator	1
Crime Analyst	1
Public Information Officer	1
Accreditation Manager	1
Wellness Officer	1
RMS Project Manager	1
Chaplain	1

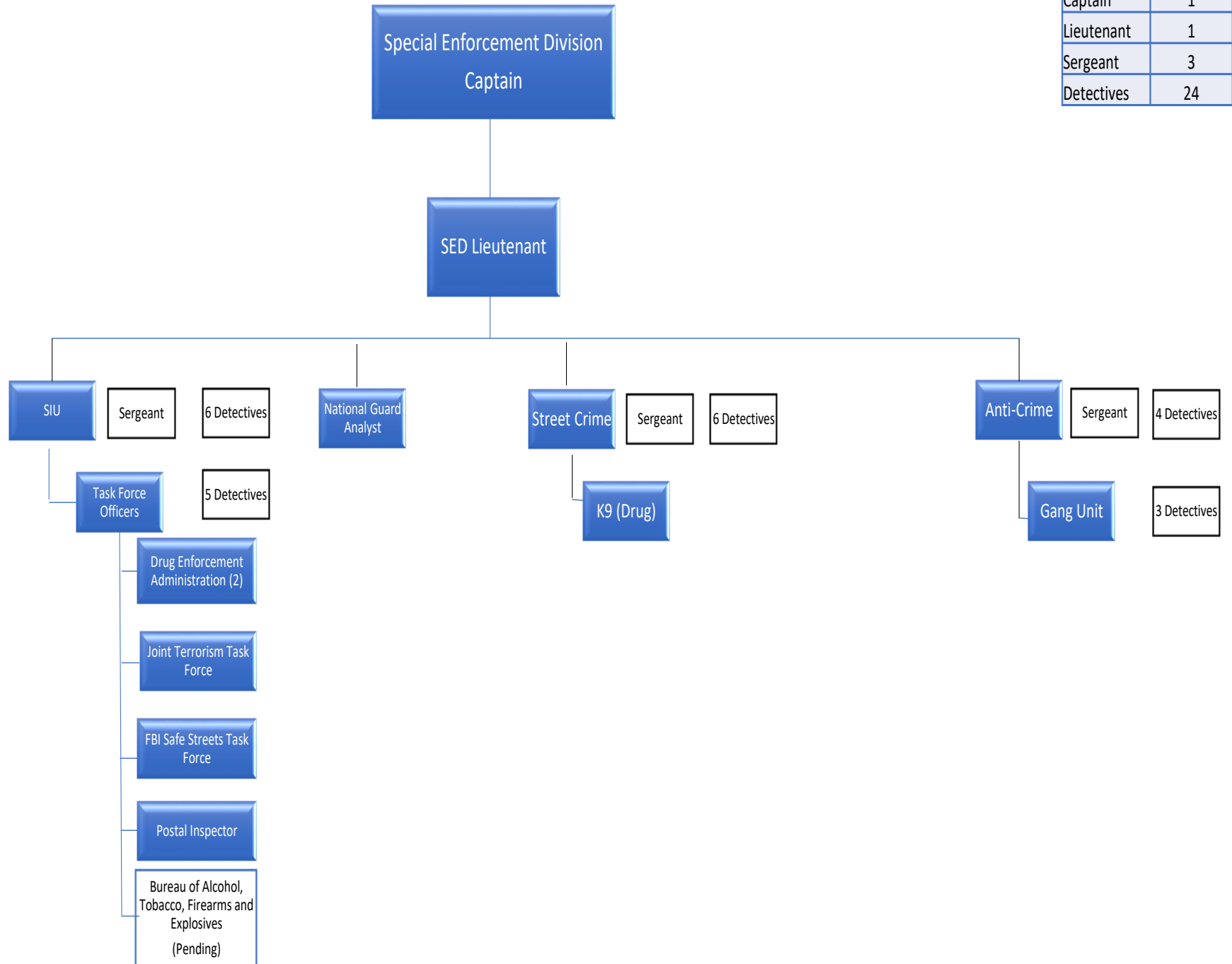


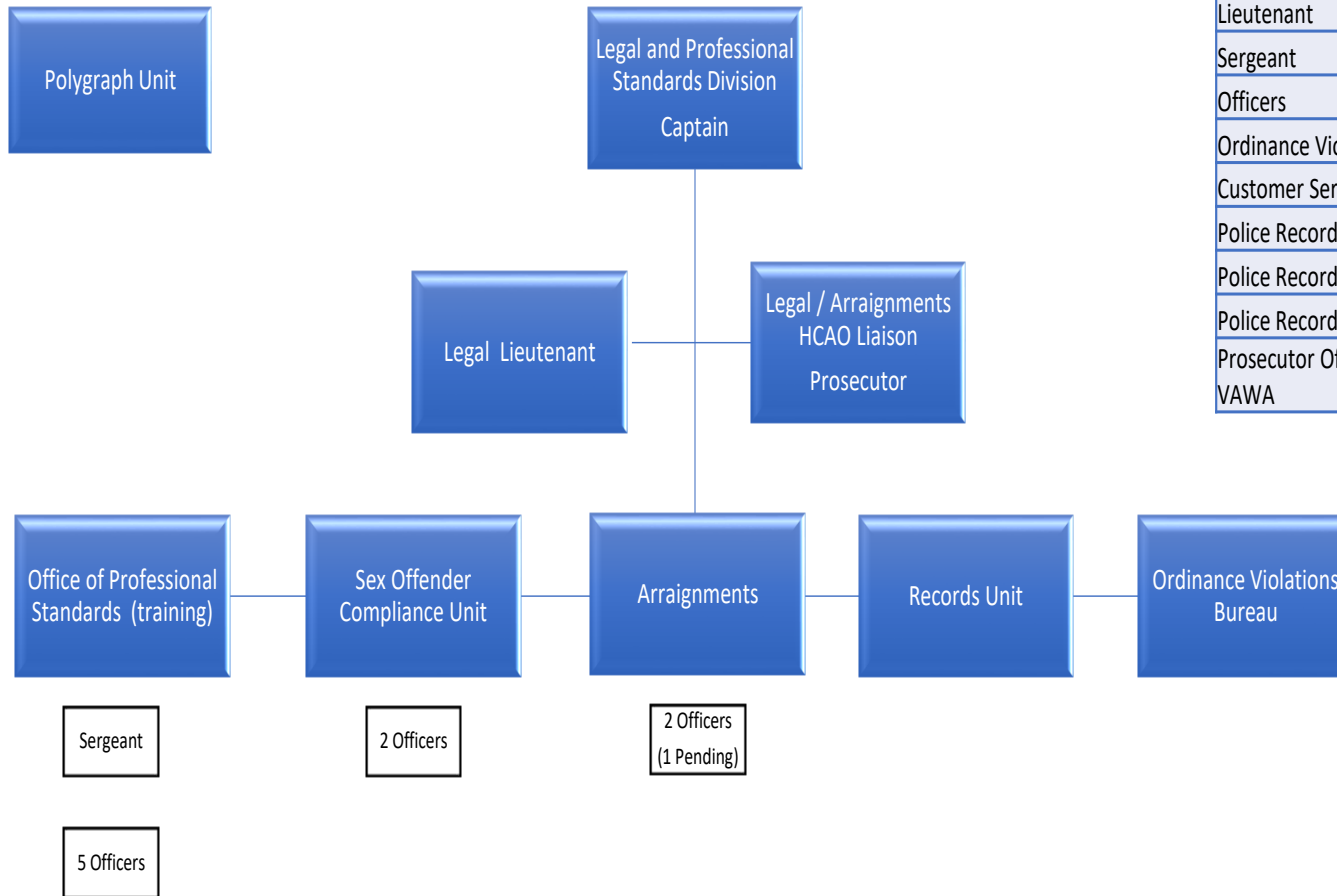
	Authorized
Captain	1
Lieutenant	3
Sergeant	13
Officers	87
K9 Officers	9
SWAT	6
Administrative Assistant II	1



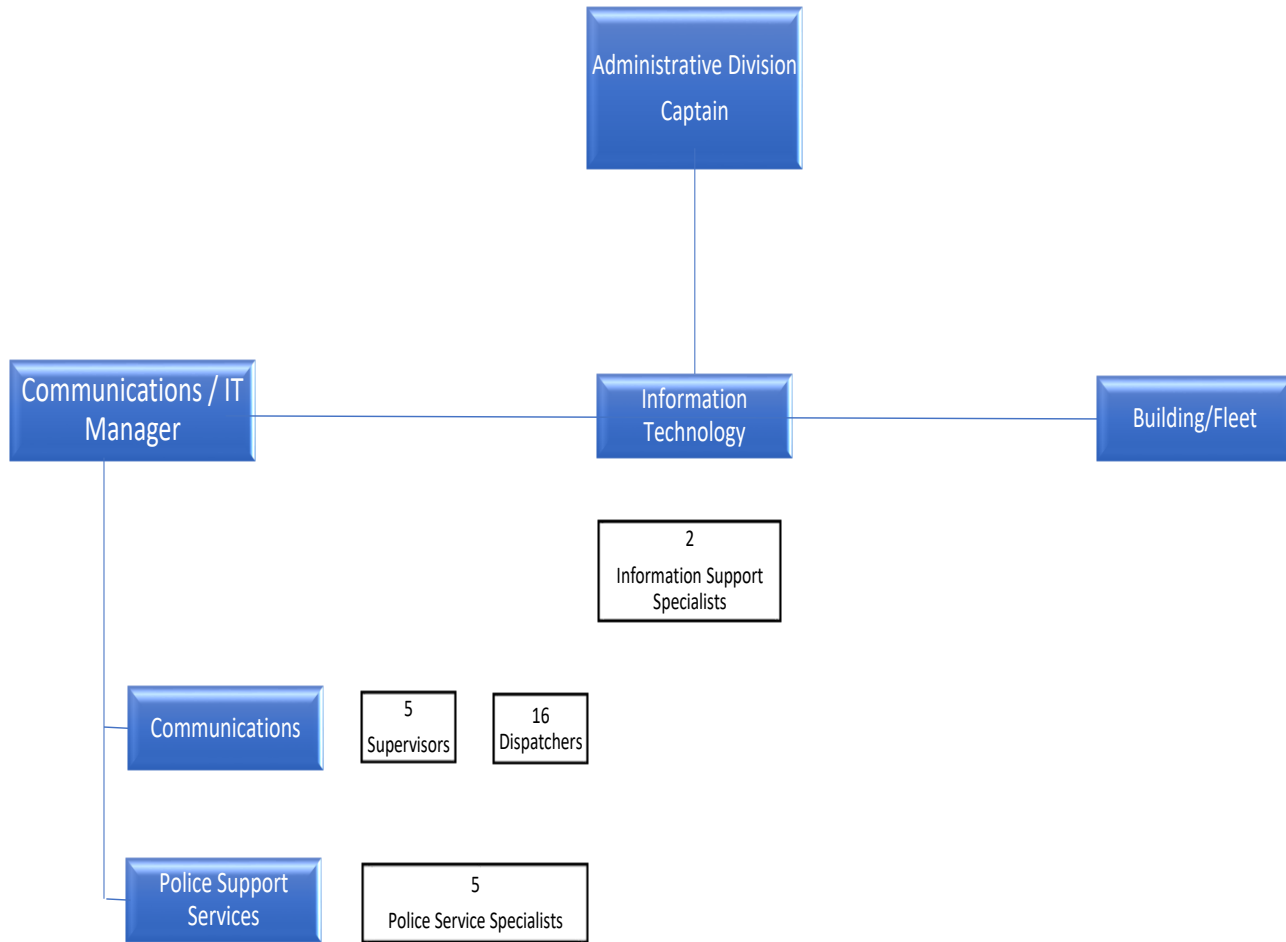


	Authorized
Captain	1
Lieutenant	1
Sergeant	3
Detectives	24

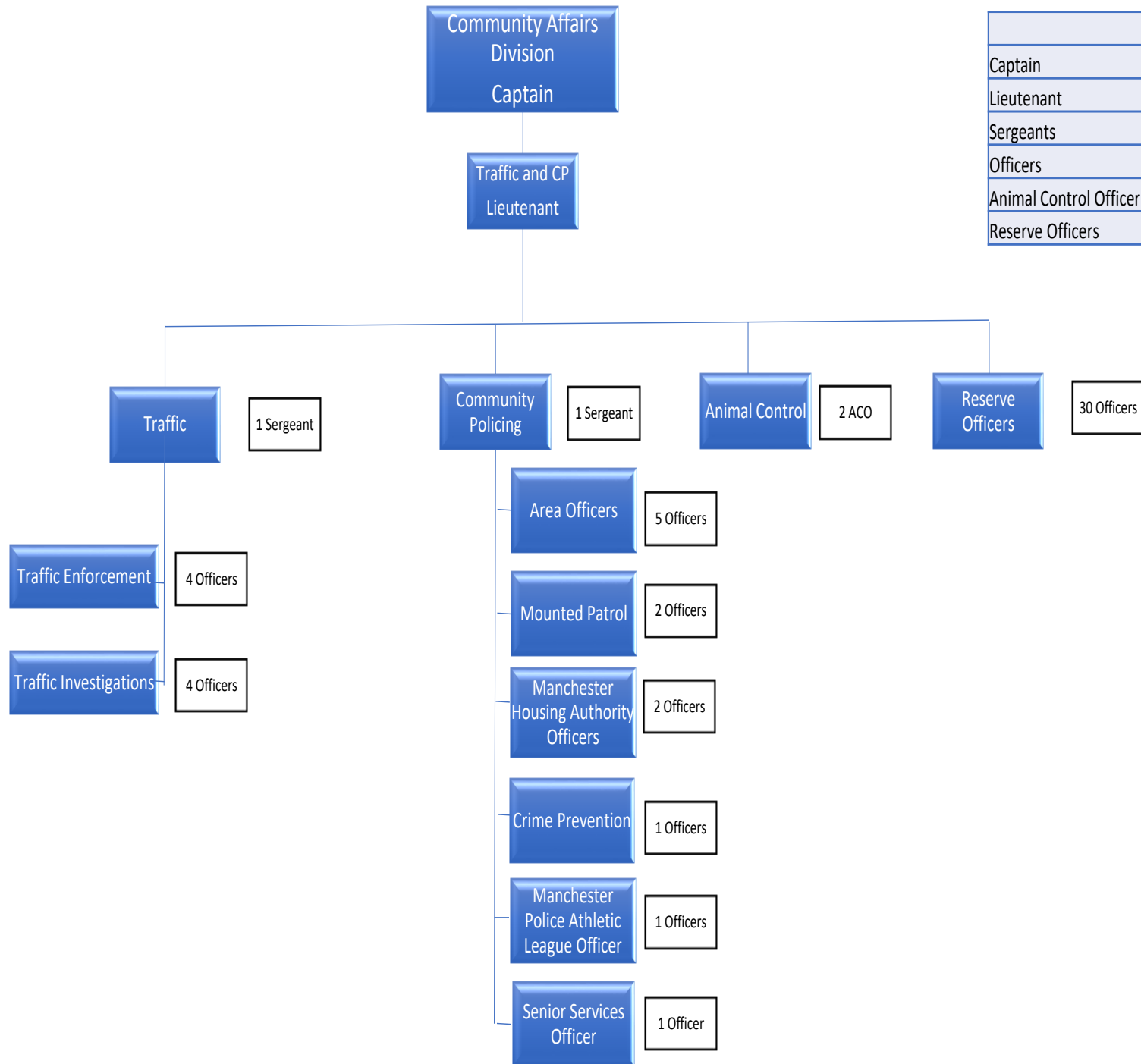




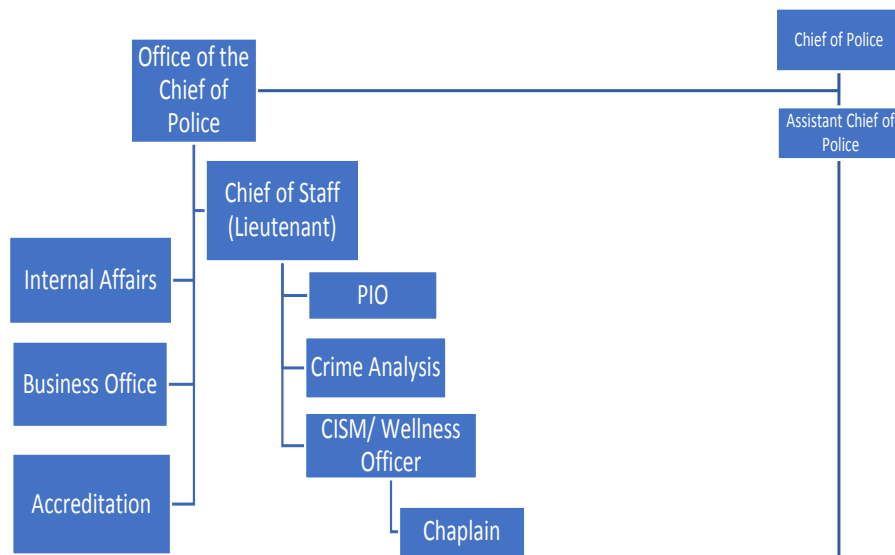
	Authorized
Captain	1
Lieutenant	1
Sergeant	1
Officers	9
Ordinance Violations Coordinator	1
Customer Service Rep II (OVB)	2
Police Records Specialist I	6
Police Records Specialist II	1
Police Records Supervisor	1
Prosecutor Office Admin Assistant - VAWA	1



	Authorized
Captain	1
Custodial Services Supervisor - Police	1
Police Telecommunications Manager	1
Emergency Communications Supv (Police)	5
Emergency Services Dispatcher (Police)	11
Police Services Specialist	5
Information Support Specialist	2



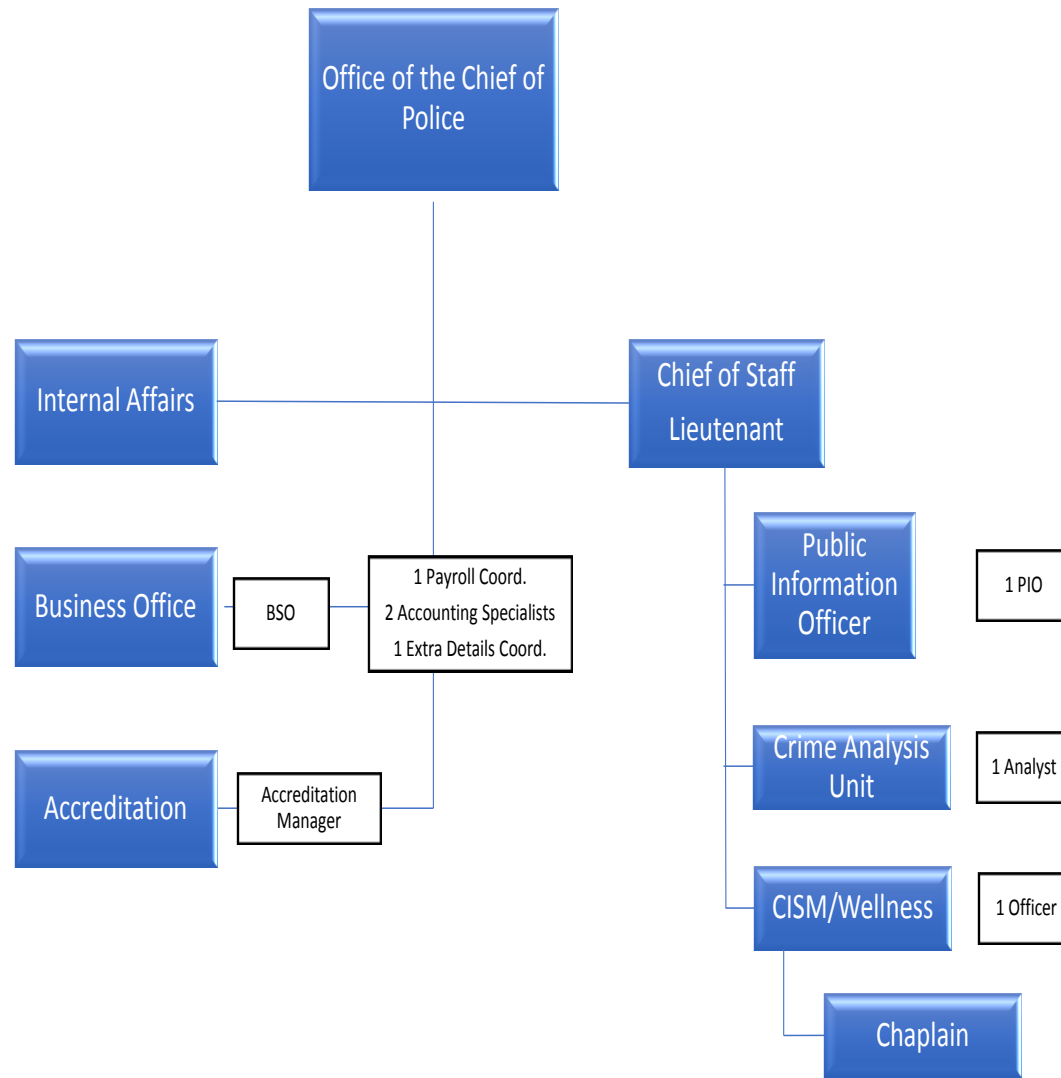
	Authorized
Captain	1
Lieutenant	1
Sergeants	2
Officers	20
Animal Control Officer	2
Reserve Officers	30



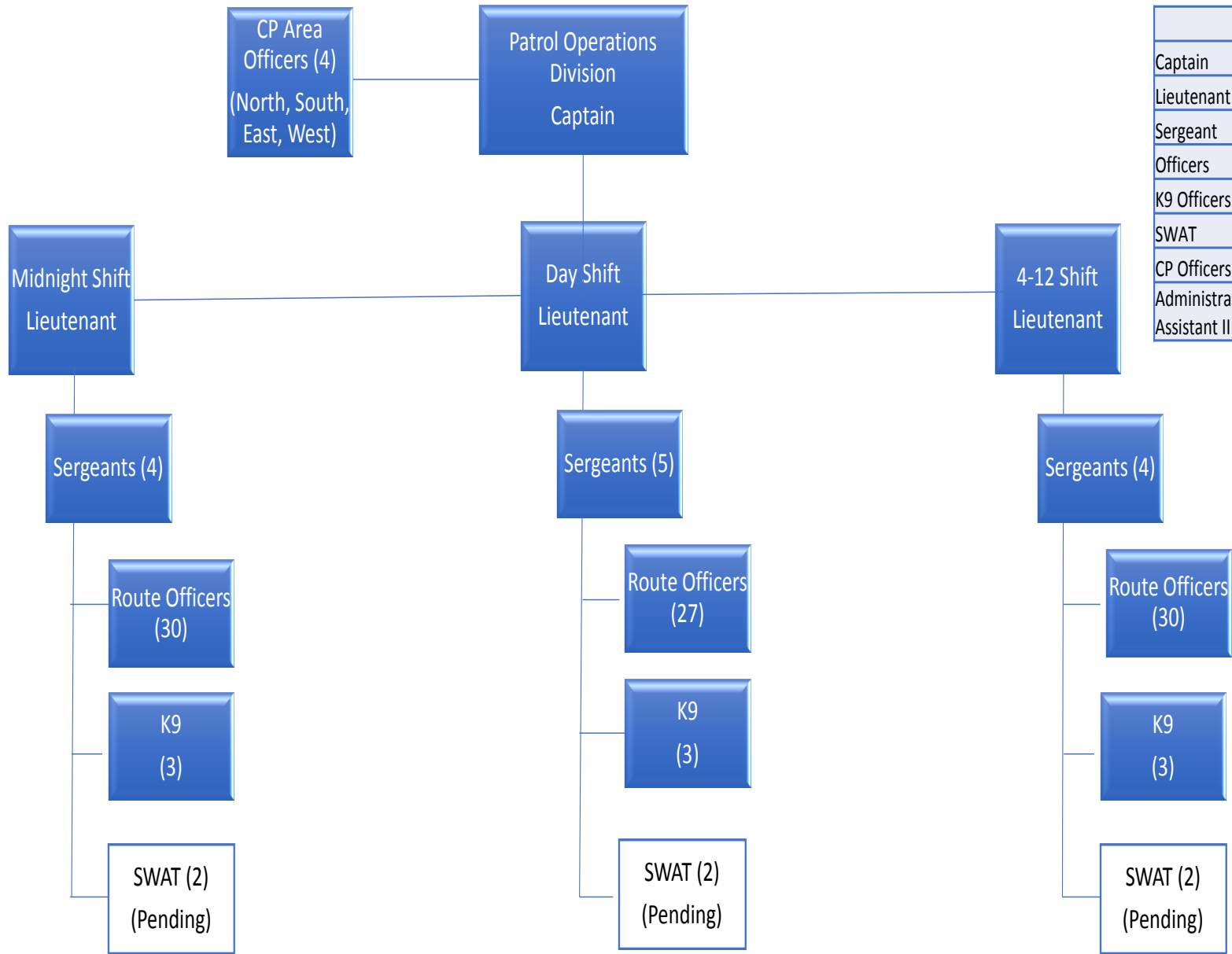
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Total	30

Total Full Time Compliment: 330
Total Reserve: 30

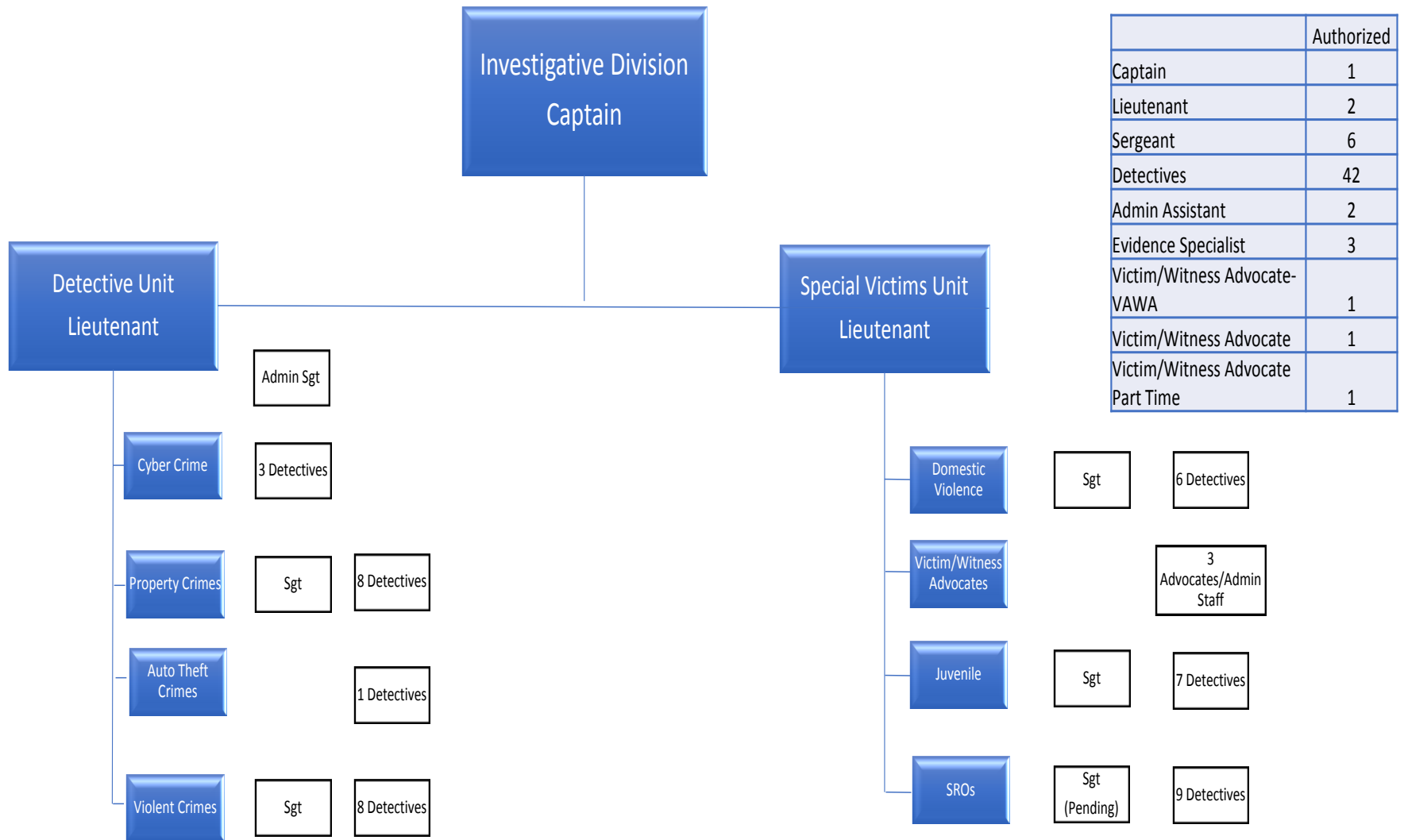
Position	Auth.	Position	Auth.
Accounting Specialist II	2	Ordinance Violations Coordinator	1
Administrative Assistant I	2	Payroll Coordinator	1
Administrative Assistant II	3	Police Records Specialist I	5
Administrative Assistant III	1	Police Records Specialist II	1
Business Services Officer	1	Police Records Supervisor	1
Crime Analyst	1	Police Services Specialist	5
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Total = 63			



	Authorized
Administrative Assistant III	1
Lieutenant (Chief of Staff)	1
Business Services Officer	1
Accounting Specialist II	2
Financial Analyst I	1
Payroll Coordinator	1
Crime Analyst	1
Public Information Officer	1
Accreditation Manager	1
Wellness Officer	1
RMS Project Manager	1
Chaplain	1

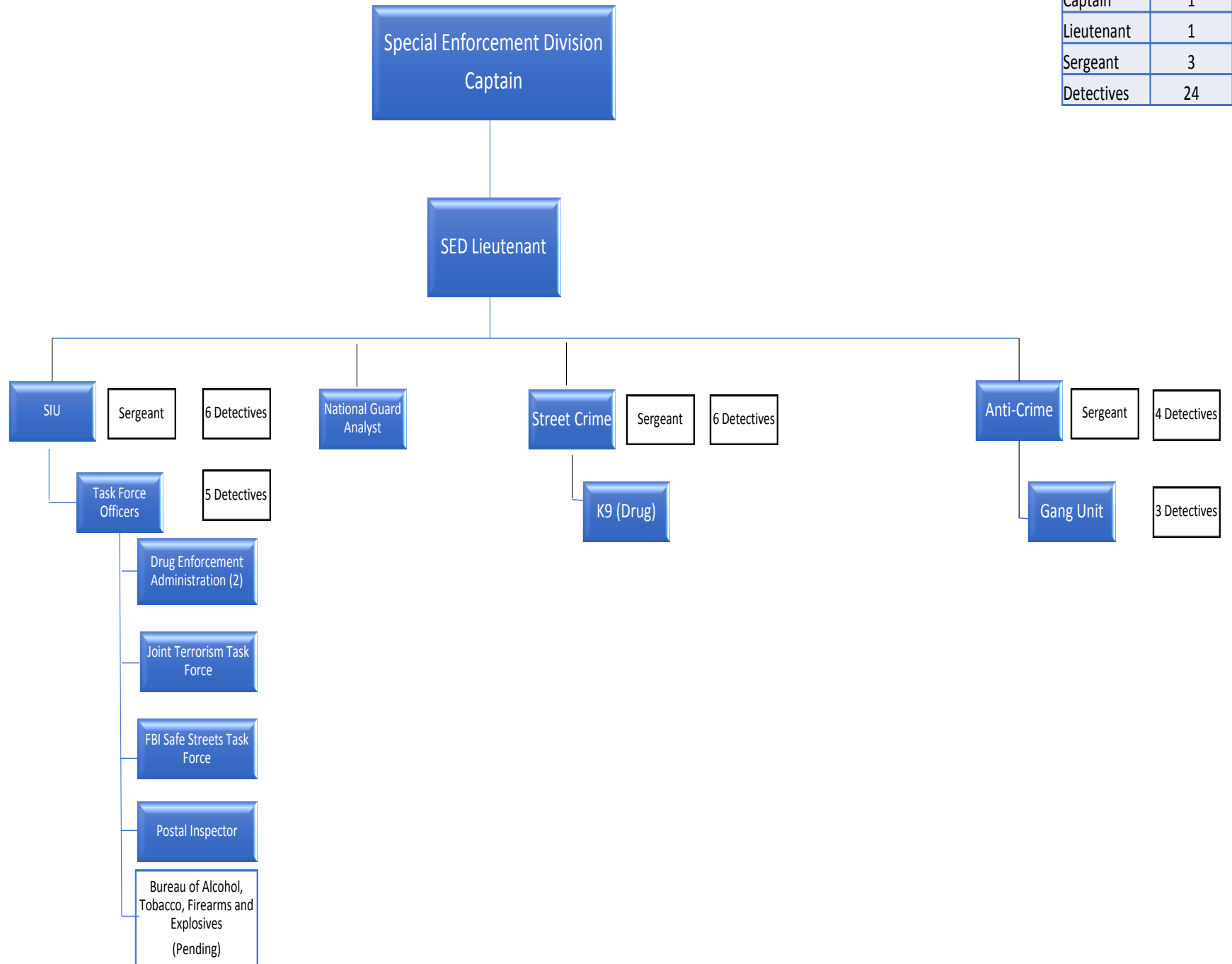


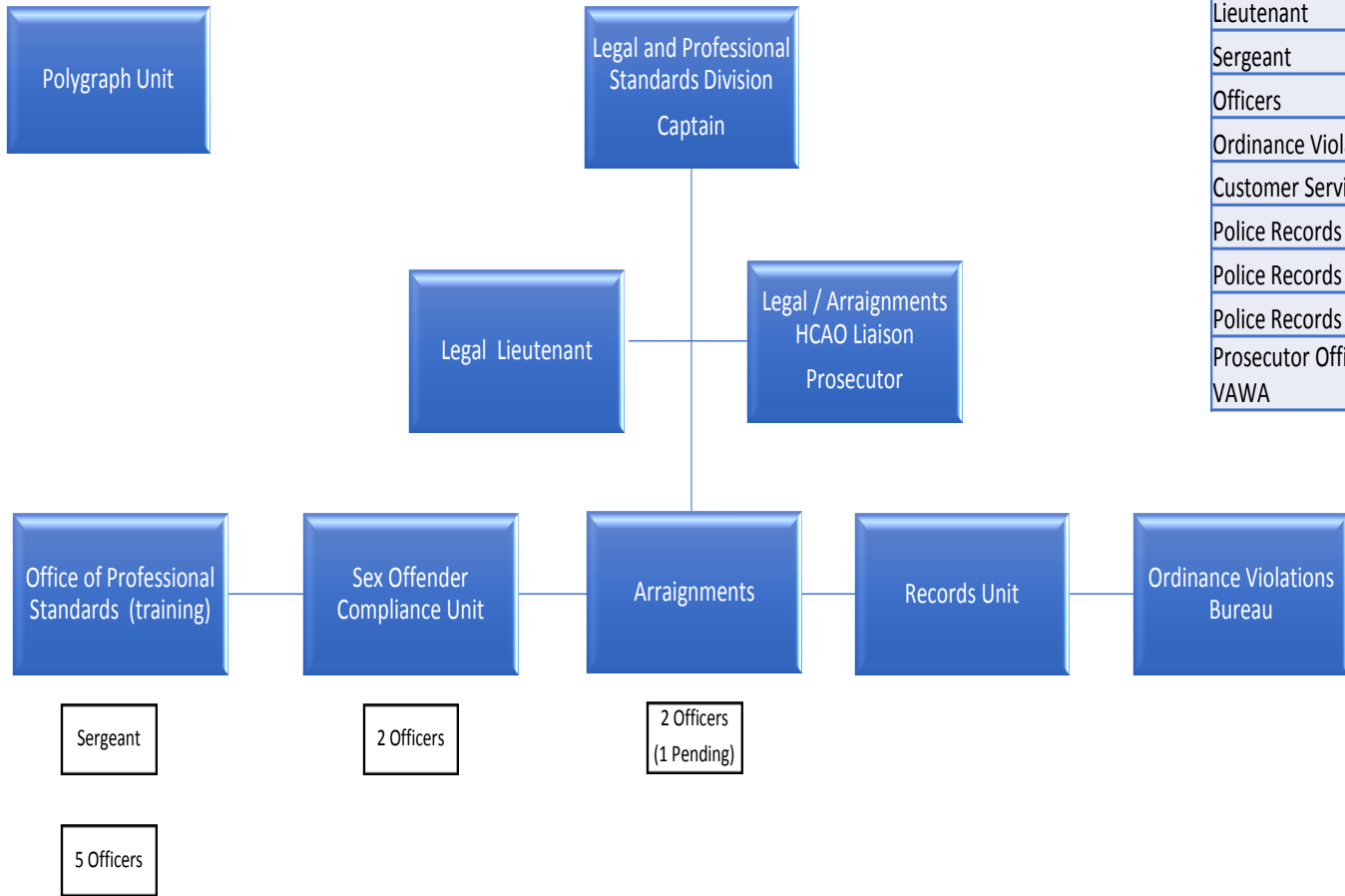
	Authorized
Captain	1
Lieutenant	3
Sergeant	13
Officers	87
K9 Officers	9
SWAT	6
CP Officers	4
Administrative Assistant II	1



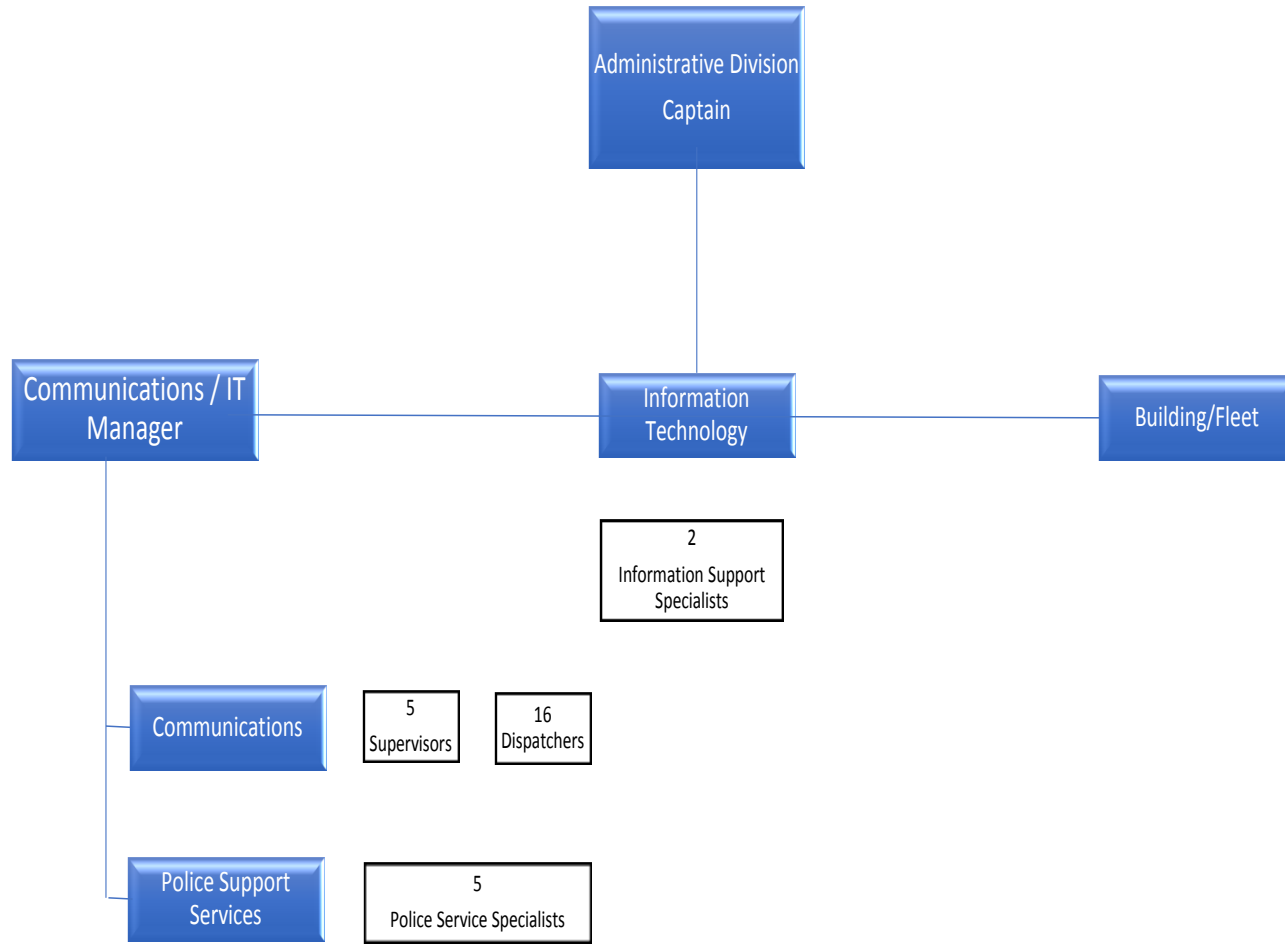


	Authorized
Captain	1
Lieutenant	1
Sergeant	3
Detectives	24

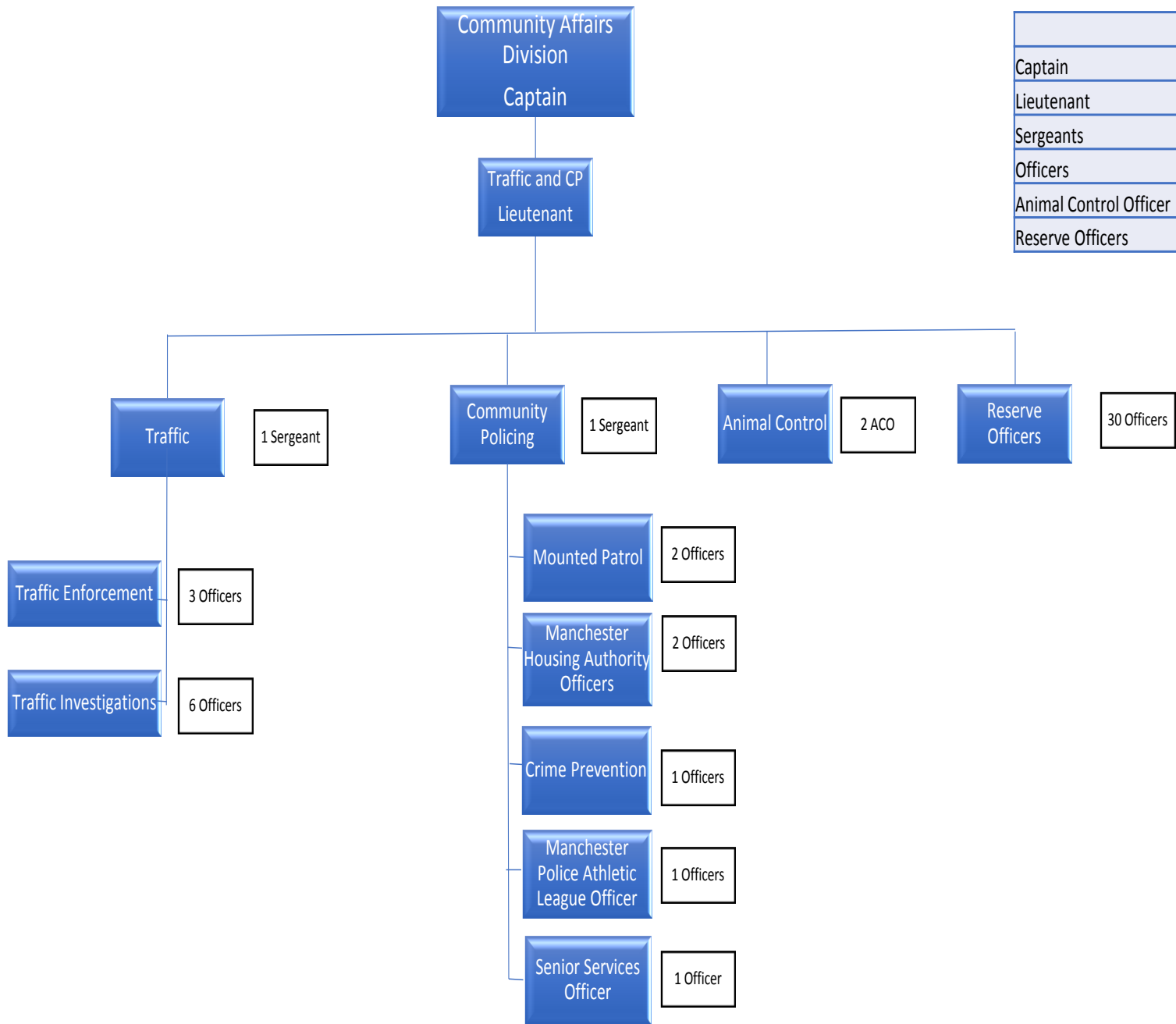




	Authorized
Captain	1
Lieutenant	1
Sergeant	1
Officers	9
Ordinance Violations Coordinator	1
Customer Service Rep II (OVB)	3
Police Records Specialist I	5
Police Records Specialist II	1
Police Records Supervisor	1
Prosecutor Office Admin Assistant - VAWA	1



	Authorized
Captain	1
Custodial Services Supervisor - Police	1
Police Telecommunications Manager	1
Emergency Communications Supv (Police)	5
Emergency Services Dispatcher (Police)	11
Police Services Specialist	5
Information Support Specialist	2



	Authorized
Captain	1
Lieutenant	1
Sergeants	2
Officers	15
Animal Control Officer	2
Reserve Officers	30

Kevin A. Sheppard, P.E.
Public Works Director



Commission
Toni Pappas, Chair
Patrick Robinson
James Burkush
Trixie Vazquez
Armand Forest

Timothy J. Clougherty
Deputy Public Works Director

CITY OF MANCHESTER
Department of Public Works

March 4, 2021

Kathleen Ferguson
Human Resource Department
One City Hall Plaza
Manchester, NH 03101

Attention: Kathleen Ferguson SHRM-CP, PHR, H.R. Director

Subject: Desk Audit - Paver Operator (EOP III) Class Specification &
Equipment Operator II through V Class Specification Revisions

The Department of Public Works respectfully requests a desk audit of our Paver Operator position, Equipment Operator III.

While reviewing the Equipment Operator class specifications, we discovered that the Paver Operator, who is responsible for a highly intricate piece of equipment, is currently classified as an EOP III. This position is actually identified in the City's EOP IV class specification. I believe the Paver Operator position may have been incorrectly classified. Your review of this matter would be appreciated.

We have also reviewed the Equipment Operator classification specifications and recommend the attached changes.

Any salary changes as a result of the desk audit can be funded within our current budget.

Sincerely,

Kevin Sheppard, P.E.
Public Works Director

cc: Timothy J. Clougherty, Deputy Director
Tiffany Lucas, Business Services Officer

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

November 16, 2020

Alderman Will Stewart, Chair
Human Resources and Insurance Committee
City of Manchester
One City Hall Plaza
Manchester, NH 03101

Dear Chair Stewart and HRIC Members:

Public Works Director, Kevin Sheppard requested a desk audit on a current Paver Operator – Equipment Operator III (5460) grade 14. The incumbent operates a Paver which is a highly intricate piece of equipment and included in the Class Specification Equipment Operator IV (5470) grade 15.

Human Resources Department's HR Analyst performed a desk audit on March 11, 2021. The HR Analyst concluded that the incumbent was indeed operating the paver on a consistent basis, as well as performing the duties and responsibilities of an Equipment Operator IV.

During the review process, Director Sheppard noted some necessary updated revisions to other Equipment Operator II through V class specifications.

He confirms he has the funds available for the reclassification in the Public Work's FY 2021 budget.

Human Resources recommends:

- Reclassifying one (1) Equipment Operator III (5460) Grade 14 to an Equipment Operator IV (5470) Grade 15; and

Updating class specifications:

- Equipment Operator II (5450) Grade 13
- Equipment Operator III (5460) Grade 14
- Equipment Operator IV (5470) Grade 15; and
- Equipment Operator V (5480) Grade 16.

Respectfully submitted,

Kathleen Ferguson, SHRM-CP, PHR
Human Resources Director

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City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Equipment Operator II
Class Code Number	5450-13

General Statement of Duties

Drives trucks in support of municipal projects; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to drive a truck in support of the construction, repair and maintenance duties in streets, sewers, parks, water operations, sidewalks, bridges and related common areas. This class is distinguished from the class of Equipment Operator I by the operation of large scale trucks. The work is performed under the supervision and direction of an assigned supervisor but considerable leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees and the public. The principal duties of this class are performed in an outdoor work environment with potential personal hazards.

Examples of Essential Work (illustrative only)

- Drives all single and tandem axle trucks within the City ~~that require a Class B CDL~~ Class B CDL License engaged in hauling materials, supplies and refuse;
- Operates ~~Bbrinetank~~ trucks requiring a tanker endorsement to haul water and sprinkle streets;
- ~~Maintains responsibility for an assigned piece of equipment, including maintaining an awareness of all activity around the equipment and practicing defensive driving when in pedestrian and vehicle traffic;~~

- Participates in the performance of sewer, construction, maintenance and repair functions;
- Performs street construction, maintenance and repair functions;
- Loads and unloads trucks;
- ~~Performs pre and post-trip inspections and post-trip inspection;~~
- ~~Maintains responsibility for assigned piece of equipment, including maintaining an awareness of all activity around the equipment and practicing defensive driving when in pedestrian and vehicle traffic;~~
- Cuts brush and clears right-of-ways;
- ~~Drives a tractor with a mowing machine or loader attachment;~~
- Operates a small patch roller, up to three tons, in street patching operations;
- Plows, sands and salts streets;
- Performs physical duties associated with natural disasters and other emergencies;
- Performs preventative maintenance and minor service on assigned equipment;
- ~~Operates equipment of a lower grade classification specification as necessary;~~
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills and Abilities
(at time of appointment)

- Thorough knowledge of streets and sewer, water and parks construction, maintenance and repair activities;
- Thorough knowledge of all safety procedures and practices as applied to civil construction projects;
- Skill in the construction and maintenance of municipal sewer, water, parks, streets and related common areas;
- Ability to train, supervise and coordinate the work of others;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;

- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from High School or possession of a GED; and
- Some experience in the operation of trucks; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- The ability to pass a pre-employment physical exam and drug screen test;
- On-call status;
- Class B CDL.
- Any minimum standards required for commercial driver licensing in accordance with the Commercial Motor Vehicle Safety Act.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to monitor construction and maintenance activities;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a truck;
- Sufficient physical strength and endurance, with or without reasonable accommodation, to lift and carry, through a full range of motion, up to 70 pounds occasionally and 35 pounds frequently.

Approved by: _____ Date: _____



City of Manchester, New Hampshire

Class Specification

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Class Title	Equipment Operator II
Class Code Number	5450-13

General Statement of Duties

Drives trucks in support of municipal projects; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to drive a truck in support of the construction, repair and maintenance duties in streets, sewers, parks, water operations, sidewalks, bridges and related common areas. This class is distinguished from the class of Equipment Operator I by the operation of large scale trucks. The work is performed under the supervision and direction of an assigned supervisor but considerable leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees and the public. The principal duties of this class are performed in an outdoor work environment with potential personal hazards.

Examples of Essential Work (illustrative only)

- Drives all single and tandem axle trucks within the City that require a Class B CDL License engaged in hauling materials, supplies and refuse;
- Operates brine trucks requiring a tanker endorsement to haul water and sprinkle streets;
- Participates in the performance of sewer, construction, maintenance and repair functions;
- Performs street construction, maintenance and repair functions;
- Loads and unloads trucks;
- Performs pre and post-trip inspections;

- Maintains responsibility for assigned piece of equipment, including maintaining an awareness of all activity around the equipment and practicing defensive driving when in pedestrian and vehicle traffic;
- Cuts brush and clears right-of-ways;
- Operates a small patch roller, up to three tons, in street patching operations;
- Plows, sands and salts streets;
- Performs physical duties associated with natural disasters and other emergencies;
- Performs preventative maintenance and minor service on assigned equipment;
- Operates equipment of a lower grade class specification as necessary;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills and Abilities (at time of appointment)
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| <ul style="list-style-type: none"> • Thorough knowledge of streets and sewer, water and parks construction, maintenance and repair activities; • Thorough knowledge of all safety procedures and practices as applied to civil construction projects; • Skill in the construction and maintenance of municipal sewer, water, parks, streets and related common areas; • Ability to train, supervise and coordinate the work of others; • Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language; • Ability to understand and follow oral and/or written policies, procedures and instructions; • Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions; • Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines; • Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology; • Integrity, ingenuity and inventiveness in the performance of assigned tasks. |
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Acceptable Experience and Training

- Graduation from High School or possession of a GED; and
- Some experience in the operation of trucks; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- The ability to pass a pre-employment physical exam and drug screen test;
- On-call status;
- Class B CDL.
- Any minimum standards required for commercial driver licensing in accordance with the Commercial Motor Vehicle Safety Act.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to monitor construction and maintenance activities;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a truck;
- Sufficient physical strength and endurance, with or without reasonable accommodation, to lift and carry, through a full range of motion, up to 70 pounds occasionally and 35 pounds frequently.

Approved by:_____ Date:_____

City of Manchester
New Hampshire

In the year Two Thousand and twenty-one

AN ORDINANCE

“Amending Section 33.026 (Equipment Operator II) of the Code of Ordinances of the City of Manchester.”

SECTION 33.026 CLASS SPECIFICATIONS to be amended as follows:

Change Equipment Operator II, Class Code 5450, Grade 13 (specs attached)

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.



City of Manchester, New Hampshire

Class Specification

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Class Title	Equipment Operator III
Class Code Number	5460-14

General Statement of Duties

Operates motorized construction and repair equipment; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to operate motorized equipment involved in municipal construction projects. The work is performed under the supervision and direction of an assigned supervisor but considerable leeway is granted for the exercise of independent judgement and initiative. This class is distinguished from the class of Equipment Operator II by the operation of larger scale equipment. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees and the public. The principal duties of this class are performed in an outdoor work environment with potential personal hazards.

Examples of Essential Work (illustrative only)

- Operates various types of motorized equipment in performing construction and maintenance work, including ~~skid loaders~~ ~~bobcats~~, ~~backhoes~~, boom trucks, ~~front-end~~ loaders, ~~sidewalk~~ tractors ~~with or without attachments~~, ~~soil stabilizers~~, ~~self-propelled roller compactors in excess of three tons~~, ~~log loaders~~, ~~single axle and tandem trucks~~, ~~sidewalk plow~~, augers, ~~tree spades~~, ~~sewer eductor~~ and ~~sSewer jet rRod vVactor~~, ~~box blades and post drivers~~ and equipment listed in lower Equipment Operator positions;
- Operates self-propelled roller compactors in excess of three tons;

- Operates motorized street sweeping and cleaning equipment to maintain City streets and keep streets free of dirt, leaves and other debris;
- Provides maintenance support for other City Departments to clean streets after construction and maintenance work;
- Performs pre and post-trip inspections and post trip inspection;
- Maintains responsibility for assigned piece of equipment, including maintaining an awareness of all activity around the equipment and practicing defensive driving when in pedestrian and vehicle traffic;
- Installs and adjust broomsCalibrates brooms on the street sweeper;
- Excavates trenches and ditches;
- Moves pipes and culverts;
- Stretches chain link fence;
- Augers holes and drives posts;
- Prepares sub-grades and performs rough grading;
- Compacts soil and other materials;
- Drives a truck, including snow removal operations;
- Changes buckets, blades and other attachments on equipment;
- Inspects and performs preventative maintenance on light equipment;
- Operates equipment of a lower grade classificationspecification as necessary;
- Loads and unloads equipment, materials and refuse to dispose of material, distribute construction goods and products and municipal areas;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately -informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends- meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills and Abilities
(at time of appointment)

- Thorough knowledge of the operation and maintenance of motorized equipment appropriate to assigned duties;
- Thorough knowledge of construction equipment, materials and methods;
- Thorough knowledge of traffic hazards and traffic safety principles, practices and procedures;
- Substantial knowledge of proper lifting techniques and personal protective equipment;
- Ability to comprehend and follow safety rules and regulations;

- Ability to train and coordinate the work of others;
- Skill in the operation of motorized equipment as applied to public construction projects;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from High School or possession of a GED; and
- Some experience in motorized equipment operation; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- On call status;
- Class B CDL or;
- Any minimum standards required for commercial driver licensing in accordance with the Commercial Motor Vehicle Safety Act.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to monitor construction and maintenance activities;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a truck;
- Sufficient physical strength and endurance, with or without reasonable accommodation, to lift and carry, through a full range of motion, up to 70 pounds occasionally and 35 pounds frequently.

Approved by:_____ Date:_____



City of Manchester, New Hampshire

Class Specification

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Class Title	Equipment Operator III
Class Code Number	5460-14

General Statement of Duties

Operates motorized construction and repair equipment; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to operate motorized equipment involved in municipal construction projects. The work is performed under the supervision and direction of an assigned supervisor but considerable leeway is granted for the exercise of independent judgement and initiative. This class is distinguished from the class of Equipment Operator II by the operation of larger scale equipment. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees and the public. The principal duties of this class are performed in an outdoor work environment with potential personal hazards.

Examples of Essential Work (illustrative only)

- Operates various types of motorized equipment in performing construction and maintenance work, including bobcats, boom trucks, frontend loaders, sidewalk tractors with or without attachments, augers, and sewer jet rod vactor;
- Operates self-propelled roller compactors in excess of three tons;
- Operates motorized street sweeping and cleaning equipment to maintain City streets and keep streets free of dirt, leaves and other debris;
- Provides maintenance support for other City Departments to clean streets after construction and maintenance work;

- Performs pre and post-trip inspections;
- Maintains responsibility for assigned piece of equipment, including maintaining an awareness of all activity around the equipment and practicing defensive driving when in pedestrian and vehicle traffic;
- Calibrates brooms on the street sweeper;
- Excavates trenches and ditches;
- Moves pipes and culverts;
- Stretches chain link fence;
- Augers holes and drives posts;
- Prepares sub-grades and performs rough grading;
- Compacts soil and other materials;
- Drives a truck, including snow removal operations;
- Changes buckets, blades and other attachments on equipment;
- Inspects and performs preventative maintenance on equipment;
- Operates equipment of a lower grade class specification as necessary;
- Loads and unloads equipment, materials and refuse to dispose of material, distribute construction goods and products and municipal areas;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

<p style="text-align: center;">Required Knowledge, Skills and Abilities (at time of appointment)</p>
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- Thorough knowledge of the operation and maintenance of motorized equipment appropriate to assigned duties;
- Thorough knowledge of construction equipment, materials and methods;
- Thorough knowledge of traffic hazards and traffic safety principles, practices and procedures;
- Substantial knowledge of proper lifting techniques and personal protective equipment;
- Ability to comprehend and follow safety rules and regulations;
- Ability to train and coordinate the work of others;
- Skill in the operation of motorized equipment as applied to public construction projects;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;

- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from High School or possession of a GED; and
- Some experience in motorized equipment operation; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- On call status;
- Class B CDL or;
- Any minimum standards required for commercial driver licensing in accordance with the Commercial Motor Vehicle Safety Act.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to monitor construction and maintenance activities;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a truck;
- Sufficient physical strength and endurance, with or without reasonable accommodation, to lift and carry, through a full range of motion, up to 70 pounds occasionally and 35 pounds frequently.

Approved by:_____ Date:_____

City of Manchester
New Hampshire

In the year Two Thousand and twenty-one

AN ORDINANCE

“Amending Section 33.026 (Equipment Operator III) of the Code of Ordinances of the City of Manchester.”

SECTION 33.026 CLASS SPECIFICATIONS to be amended as follows:

Change Equipment Operator III, Class Code 5460, Grade 14 (specs attached)

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.



City of Manchester, New Hampshire

Class Specification

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Class Title	Equipment Operator IV
Class Code Number	5470-15

General Statement of Duties

Operates complex motorized construction and repair equipment; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to operate specialized equipment involved in municipal construction projects. The work is performed under the supervision and direction of an assigned supervisor but considerable leeway is granted for the exercise of independent judgement and initiative. This class is distinguished from the class of Equipment Operator III by the use of larger scale equipment. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees and the public. The principal duties of this class are performed in an outdoor work environment with potential personal hazards.

Examples of Essential Work (illustrative only)

- Operates complex motorized equipment, including ~~motor patrols, two-yard and larger loaders, motor graders, backhoes, truck or tractor and trailer combinations, low boy, self propelled roller, self--powered~~ snow blowers, ~~loader attachments,~~ pavers, ~~and planers,~~ bulldozers;; ~~mini-excavator up to 14 tons and smaller equipment listed in lower Equipment Operator positions;;~~
- ~~Operates mini-excavator up to 14 tons or less;~~
- Cuts and finishes grades and prepares sub-grades;
- Evacuates trenches, spreads earth, digs holes, clears debris and related earth moving procedures;

- Grades and resurfaces streets;
- Lifts, moves and lowers pipes, beams and related heavy weight materials;
- ~~Performs pre and post-trip inspections and post-trip inspection;~~
- Maintains responsibility for assigned piece of equipment, including maintaining an awareness of all activity around the equipment and practicing defensive driving when in pedestrian and vehicle traffic;
- Uses backhoe to dig, grade, load trucks and lift and remove buried objects;
- ~~Grades and prepares surfaces for athletic fields;~~
- Changes buckets, blades and other attachments on equipment;
- Inspects and performs preventative maintenance on equipment;
- Loads and unloads equipment, materials and refuse to dispose of material, distribute construction goods and products and municipal areas;
- Operates equipment of a lower grade classification specification as necessary;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately—informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

<p style="text-align: center;">Required Knowledge, Skills and Abilities (at time of appointment)</p>

- Comprehensive knowledge of the operation and maintenance of all motorized equipment appropriate to assigned tasks;
- Comprehensive knowledge of construction equipment, materials and methods;
- Comprehensive knowledge of traffic hazards and traffic safety principles, practices and procedures;
- Comprehensive knowledge of proper lifting techniques and personal protective equipment;
- Ability to comprehend and follow safety rules and regulations;
- Ability to train and coordinate the work of others;
- Skill in the operation of motorized equipment as applied to public construction projects;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;

- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from High School or possession of a GED; and
- Some experience in motorized equipment operation; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- On call status;
- Class B CDL.or;
- Any minimum standards required for commercial driver licensing in accordance with the Commercial Motor Vehicle Safety Act.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to monitor construction and maintenance activities;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate assigned motorized equipment;
- Sufficient physical strength and endurance, with or without reasonable accommodation, to lift and carry, through a full range of motion, up to 70 pounds occasionally and 35 pounds frequently.

Approved by:_____ Date:_____



City of Manchester, New Hampshire

Class Specification

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Class Title	Equipment Operator IV
Class Code Number	5470-15

General Statement of Duties

Operates complex motorized construction and repair equipment; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to operate specialized equipment involved in municipal construction projects. The work is performed under the supervision and direction of an assigned supervisor but considerable leeway is granted for the exercise of independent judgement and initiative. This class is distinguished from the class of Equipment Operator III by the use of larger scale equipment. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees and the public. The principal duties of this class are performed in an outdoor work environment with potential personal hazards.

Examples of Essential Work (illustrative only)

- Operates complex motorized equipment, including graders, backhoes, self-powered snow blower, loader attachments, pavers, and bulldozers;
- Operates mini-excavator up to 14 tons or less;
- Cuts and finishes grades and prepares sub-grades;
- Evacuates trenches, spreads earth, digs holes, clears debris and related earth moving procedures;
- Grades and resurfaces streets;
- Lifts, moves and lowers pipes, beams and related heavy weight materials;
- Performs pre and post-trip inspections;

- Maintains responsibility for assigned piece of equipment, including maintaining an awareness of all activity around the equipment and practicing defensive driving when in pedestrian and vehicle traffic;
- Uses backhoe to dig, grade, load trucks and lift and remove buried objects;
- Changes buckets, blades and other attachments on equipment;
- Inspects and performs preventative maintenance on equipment;
- Loads and unloads equipment, materials and refuse to dispose of material, distribute construction goods and products and municipal areas;
- Operates equipment of a lower grade class specification as necessary;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills and Abilities (at time of appointment)
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- Comprehensive knowledge of the operation and maintenance of all motorized equipment appropriate to assigned tasks;
- Comprehensive knowledge of construction equipment, materials and methods;
- Comprehensive knowledge of traffic hazards and traffic safety principles, practices and procedures;
- Comprehensive knowledge of proper lifting techniques and personal protective equipment;
- Ability to comprehend and follow safety rules and regulations;
- Ability to train and coordinate the work of others;
- Skill in the operation of motorized equipment as applied to public construction projects;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from High School or possession of a GED; and
- Some experience in motorized equipment operation; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- On call status;
- Class B CDL, or;
- Any minimum standards required for commercial driver licensing in accordance with the Commercial Motor Vehicle Safety Act.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to monitor construction and maintenance activities;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate assigned motorized equipment;
- Sufficient physical strength and endurance, with or without reasonable accommodation, to lift and carry, through a full range of motion, up to 70 pounds occasionally and 35 pounds frequently.

Approved by:_____ Date:_____

City of Manchester
New Hampshire

In the year Two Thousand and twenty-one

AN ORDINANCE

“Amending Section 33.026 (Equipment Operator IV) of the Code of Ordinances of the City of Manchester.”

SECTION 33.026 CLASS SPECIFICATIONS to be amended as follows:

Change Equipment Operator IV, Class Code 5470, Grade 15 (specs attached)

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Equipment Operator V
Class Code Number	5480-16

General Statement of Duties

Operates complex motorized construction and repair equipment; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to operate specialized equipment involved in municipal construction projects. The work is performed under the supervision and direction of an assigned supervisor but considerable leeway is granted for the exercise of independent judgement and initiative. This class is distinguished from the class of Equipment Operator IV -by the use of heavy equipment requiring a greater skill level and designating a larger responsibility. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, outside contractors and the public. The principal duties of this class are performed in an outdoor work environment with potential personal hazards.

Examples of Essential Work (illustrative only)

- Operates heavy motorized equipment, including ~~bulldozers~~ ~~power shovels~~ ~~excavator in excess of 14 tons~~, cranes, draglines, clam shells and related equipment used in municipal construction and maintenance projects and civic emergencies;
- Operates excavator in excess of 14 tons;
- Operates complex motorized equipment, including ~~motor patrols~~, ~~two yard and larger loaders~~, ~~motor graders~~, ~~backhoes~~, truck or tractor and trailer combinations requiring a Class A CDL License-A, ~~low boy~~, ~~self propelled roller~~, ~~pavers~~, ~~planers and bulldozers~~;

- Cuts and finishes grades and prepares sub-grades;
- Evacuates trenches, spreads earth, digs holes, clears debris and related earth moving procedures;
- Grades and resurfaces streets;
- Lifts, moves and lowers pipes, beams and related heavy weight materials;
- Performs pre and post-trip inspections and post trip inspection;
- Maintains responsibility for assigned piece of equipment, including maintaining an awareness of all activity around the equipment and practicing defensive driving when in pedestrian and vehicle traffic;
- Changes buckets, blades and other attachments on equipment;
- Inspects and performs preventative maintenance on equipment;
- Loads and unloads equipment, materials and refuse to dispose of material, distribute construction goods and products and municipal areas;
- Operates equipment of a lower grade classification specification -as necessary;
- Operates a truck, including snow removal operations;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately—informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends -meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification;
- Removes snow from sidewalks, common areas and around or on hydrants;
- May act as lead person over crew.

Required Knowledge, Skills and Abilities
(at time of appointment)

- Comprehensive knowledge of the use of power shovels, cranes, draglines, clam shells and related equipment;
- Comprehensive knowledge of the operation and maintenance of other motorized equipment designated in the light and medium equipment operator classifications;
- Comprehensive knowledge of construction equipment, materials and methods;
- Comprehensive knowledge of traffic hazards and traffic safety principles, practices and procedures;
- Comprehensive knowledge of proper lifting techniques and personal protective equipment;
- Ability to comprehend and follow safety rules and regulations;
- Ability to train and coordinate the work of others;
- Skill in the operation of motorized equipment as applied to public construction projects;

- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from High School or possession of a GED; and
- Considerable experience in motorized equipment operation; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- On-call status.
- Class A or B CDL ~~or class A CDL~~.
- Any minimum standards required for commercial driver licensing in accordance with the Commercial Motor Vehicle Safety Act.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to monitor construction and maintenance activities;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate assigned motorized equipment;
- Sufficient physical strength and endurance, with or without reasonable accommodation, to lift and carry, through a full range of motion, up to 70 pounds occasionally and 35 pounds frequently.

Approved by: _____ Date: _____



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Equipment Operator V
Class Code Number	5480-16

General Statement of Duties

Operates complex motorized construction and repair equipment; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to operate specialized equipment involved in municipal construction projects. The work is performed under the supervision and direction of an assigned supervisor but considerable leeway is granted for the exercise of independent judgement and initiative. This class is distinguished from the class of Equipment Operator IV by the use of heavy equipment requiring a greater skill level and designating a larger responsibility. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, outside contractors and the public. The principal duties of this class are performed in an outdoor work environment with potential personal hazards.

Examples of Essential Work (illustrative only)

- Operates heavy motorized equipment, including bull-dozers and related equipment used in municipal construction and maintenance projects and civic emergencies;
- Operates excavator in excess of 14 tons;
- Operates complex motorized equipment, including truck or tractor and trailer combinations requiring a Class A CDL License;
- Cuts and finishes grades and prepares sub-grades;

- Evacuates trenches, spreads earth, digs holes, clears debris and related earth moving procedures;
- Grades and resurfaces streets;
- Lifts, moves and lowers pipes, beams and related heavy weight materials;
- Performs pre and post-trip inspections;
- Maintains responsibility for assigned piece of equipment, including maintaining an awareness of all activity around the equipment and practicing defensive driving when in pedestrian and vehicle traffic;
- Changes buckets, blades and other attachments on equipment;
- Inspects and performs preventative maintenance on equipment;
- Loads and unloads equipment, materials and refuse to dispose of material, distribute construction goods and products and municipal areas;
- Operates equipment of a lower grade class specification as necessary;
- Operates a truck, including snow removal operations;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification;
- Removes snow from sidewalks, common areas and around or on hydrants;
- May act as lead person over crew.

<p style="text-align: center;">Required Knowledge, Skills and Abilities (at time of appointment)</p>
--

- Comprehensive knowledge of the use of power shovels, cranes, draglines, clam shells and related equipment;
- Comprehensive knowledge of the operation and maintenance of other motorized equipment designated in the light and medium equipment operator classifications;
- Comprehensive knowledge of construction equipment, materials and methods;
- Comprehensive knowledge of traffic hazards and traffic safety principles, practices and procedures;
- Comprehensive knowledge of proper lifting techniques and personal protective equipment;
- Ability to comprehend and follow safety rules and regulations;
- Ability to train and coordinate the work of others;
- Skill in the operation of motorized equipment as applied to public construction projects;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;

- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from High School or possession of a GED; and
- Considerable experience in motorized equipment operation; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- On-call status.
- Class A or B CDL.
- Any minimum standards required for commercial driver licensing in accordance with the Commercial Motor Vehicle Safety Act.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to monitor construction and maintenance activities;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate assigned motorized equipment;
- Sufficient physical strength and endurance, with or without reasonable accommodation, to lift and carry, through a full range of motion, up to 70 pounds occasionally and 35 pounds frequently.

Approved by:_____ Date:_____

City of Manchester
New Hampshire

In the year Two Thousand and twenty-one

AN ORDINANCE

“Amending Section 33.026 (Equipment Operator V) of the Code of Ordinances of the City of Manchester.”

SECTION 33.026 CLASS SPECIFICATIONS to be amended as follows:

Change Equipment Operator V, Class Code 5480, Grade 16 (specs attached)

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

March 26, 2021

Alderman Will Stewart, Chair
Human Resources and Insurance Committee
City of Manchester
One City Hall Plaza
Manchester, NH 03101

Dear Chair Stewart and HRIC Members:

Water Works Director, Philip Croasdale requests eliminating one (1) vacant Civil Engineer II (5790) grade 21, and adding one (1) new Civil Engineer III (5795) grade 22 to its' current complement.

According to Director Croasdale, Manchester Water Works has upcoming construction projects including the Merrimack River Water Treatment Plant and Raw Water Pumping Station, as well as the need for an individual with considerable drinking water treatment knowledge and experience to assist with management and optimization of the City's Lake Shore Road and new Kimball Road treatment facilities.

A Civil Engineer III is recommended due to the additional scope of responsibilities, and supervisory and project management duties.

Director Croasdale has confirmed funding for this position from the Merrimack Source Development Project Fund (MSDP Fund).

Director Croasdale also requests adding "preferred" to the Required Special Qualifications: "Grade III WTP or Distribution Operator's License (Water Works Department only)" on both the Civil Engineer II and the Civil Engineer III Class Specifications. Removing this requirement and revising to "preferred" allows the Department to recruit in a manner that will produce a higher number of qualified applicants.

Human Resources recommends:

1. Eliminating one (1) vacant Civil Engineer II (5790) grade 21, and
2. Adding one (1) new Civil Engineer III (5795) grade 22.
3. Revising the Civil Engineer (5790), and the Civil Engineer III (5795) class specifications, by adding “preferred” to the Required Special Qualifications - Grade III WTP or Distribution Operator’s License (Water Works Department only)

Respectfully submitted,

Kathleen Ferguson, PHR, SHRM-CP
Human Resources Director



MANCHESTER WATER WORKS

281 LINCOLN STREET • MANCHESTER, NEW HAMPSHIRE 03103 • (603) 624-6494



BOARD OF WATER COMMISSIONERS

WILLIAM R. TROMBLY, JR.
President

LINDA L. MICCIO
Clerk

Ex Officio
HON. JOYCE CRAIG
Mayor

PHILIP W. CROASDALE
Director

March 1, 2021

Ms. Kathleen Ferguson, SHRM-CP, PHR
Director Human Resources
City of Manchester
One City Hall Plaza
Manchester, NH 03101

RE: Civil Engineer III

Dear Kathy:

I request authorization to make the following changes to Manchester Water Works (MWW) complement;

- Eliminate the Civil Engineer II (Class Code 5790-21, Grade 21) position currently unfilled;
- Add a Civil Engineer III (Class Code 5795-22, Grade 22) position;
- Add 'Preferred' in parenthesis to bullet #4 under Required Special Qualifications, 'Grade III WTP or Distribution Operator's License- (Water Works Department only)'.

The Civil Engineer II position was vacated when David Miller was promoted to Water Supply Administrator (and subsequently Deputy Director, Water Supply) in 2013. Given the upcoming construction of the Merrimack River Water Treatment Plant and Raw Water Pumping Station project along with other ongoing and future capital improvement projects we feel this is an advantageous and necessary time to refill this position.

I ask that the position of Civil Engineer III (Pay Grade 22) be added in order to more effectively attract candidates with the level of skills and experience desired. The primary distinction of a Civil Engineer III from the Civil Engineer II position is the broader scope of responsibility, and possession of additional supervisory and project management duties required and desired by Manchester Water Works. Along with comprehensive engineering skills, we are specifically looking for an individual with considerable drinking water treatment knowledge and experience to assist with management and optimization of our Lake Shore Road and new Kimball Road treatment facilities.

I would also like to advise that an in-house trained Water Supply Engineer presents a well-qualified succession candidate for Deputy Director Miller.

Attached is a copy of the City of Manchester's Class Specification for both the Civil Engineer II and III positions.

Civil Engineer III
Page two
March 1, 2021

Funding for this position will be from our Merrimack Source Development Project Fund (MSDP Fund). As such, upon approval by you and then the full Board of Mayor and Alderman of the above, we would plan on hiring the position as soon as possible to be on staff as the Kimball Road Treatment Plant Project gets underway, currently scheduled for April or May.

The Board of Water Commissioners approved the above changes at the February 25, 2021 monthly Meeting.

We would therefore respectfully request that authorization be given to begin the process to fill this very important position immediately. Should you have any questions with regard to the above, please feel free to contact me at 792-2800.

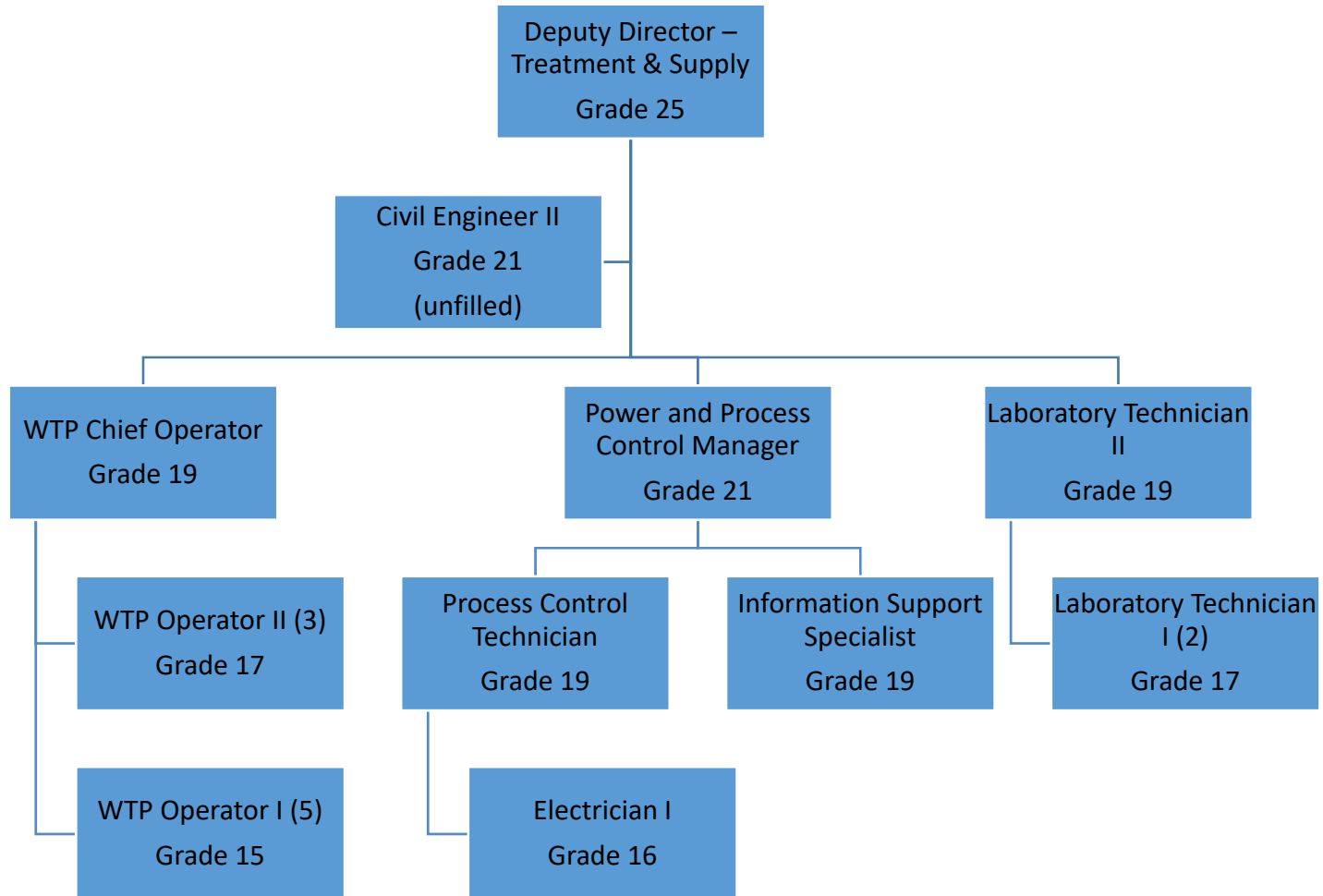
Sincerely,

Philip Croasdale

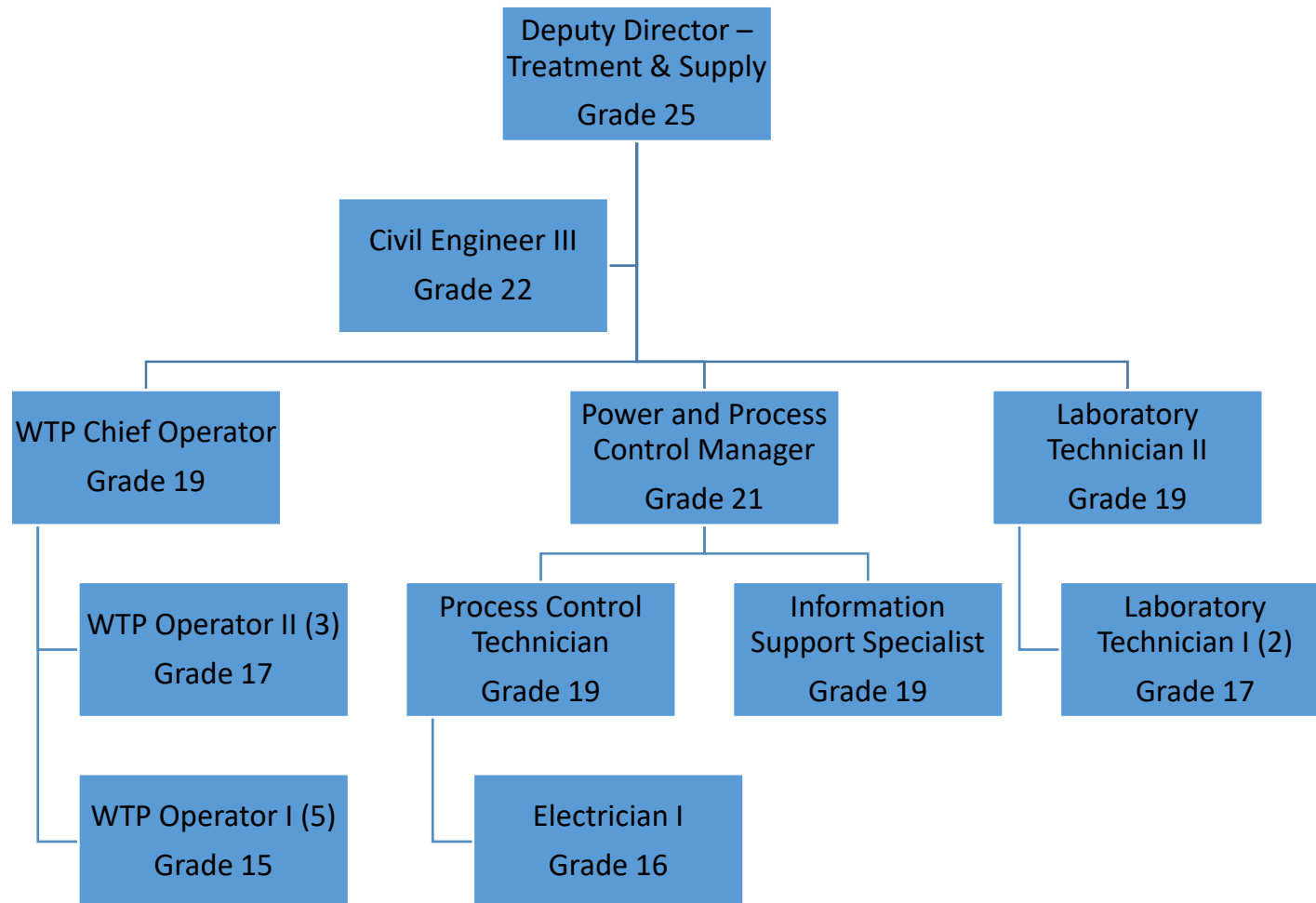
Philip Croasdale, Director

PC:dp

Treatment and Supply - Current



Treatment and Supply - Proposed





City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Civil Engineer III
Class Code Number	5795-22

General Statement of Duties

Performs professional engineering work in the management of public improvement and construction projects; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to perform professional engineering work in the management of public improvement and construction projects, including the development, supervision and review of engineering designs. The work is performed under the supervision and direction of the Engineering Manager or other assigned supervisors, but considerable leeway is granted for the exercise of independent judgement and initiative. This class is distinguished from the class of Civil Engineer II by the broader scope of responsibility due additional supervisory and project management duties. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with the Engineering Manager, other City employees, consultants, business and community organizations, and the general public. The principal duties of this class are performed in general office environment, and/or at various construction sites throughout the City.

Examples of Essential Work (illustrative only)

- Plans, designs, and supervises the development, installation, improvement, and construction of civic projects;

- Oversees facilities engineering projects in the design and development of proposed alterations, installations or construction of plant equipment and facilities, including preparing facility plans, working drawings, specifications, and cost estimates;
- Reviews project's schedule and fiscal objectives, and takes the appropriate measures to ensure a timely and effective completion;
- Ensures the function conformity of plans and specifications with all current national codes and standards;
- Reviews consultant's plans, specifications, and estimates for proposed facility improvements by private developers;
- Oversees the coordination of procurement, scheduling, and supervision of work by outside contractors, and performs inspections of completed work as required;
- Coordinates new construction and renovation efforts with plant programs, including arranging schedules, plans, and guides;
- Develops concepts, designs, plans, and budgets designated City improvement and/or construction projects, including preparing plans, estimates, and specifications to develop modifications and enhancements to existing facilities;
- Serves as the resident engineer for a variety of major public works projects;
- Supervises and directs the work of other engineering and operations personnel;
- Provides engineering advice and consultation to departmental personnel, including evaluating complex construction issues, and determining and taking the appropriate measures to ensure a timely and effective resolution;
- Analyzes reports, maps, drawings, blueprints, tests, and related information in project planning and design, including calculating costs and project feasibility;
- Coordinates with contractors, consulting engineers, and other officials to gather and disseminate information, and maintain related records as required;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

<p style="text-align: center;">Required Knowledge, Skills and Abilities (at time of appointment)</p>
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- Comprehensive knowledge of civil or mechanical and/or electrical engineering principles, practices, and techniques;
- Comprehensive knowledge of the principles and practices of engineering design;

- Comprehensive knowledge of engineering drafting standards, symbols, and design methods;
- Comprehensive knowledge of construction methods, materials, and equipment;
- Ability to operate AutoCAD and Engineering software, including programmable calculators;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Bachelor's Degree in Civil, Mechanical, or Electrical Engineering; and
- Extensive professional engineering operations experience; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- On Call Status;
- Valid New Hampshire Driver's License;
- New Hampshire Professional Engineering License;
- Grade III WTP or Distribution Operator's License (Water Works Department only) Preferred.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to produce clear, concise, and quality engineering designs;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate computerized equipment and other related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access to various construction sites throughout the City.

Approved by: _____ Date: _____



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Civil Engineer III
Class Code Number	5795-22

General Statement of Duties

Performs professional engineering work in the management of public improvement and construction projects; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to perform professional engineering work in the management of public improvement and construction projects, including the development, supervision and review of engineering designs. The work is performed under the supervision and direction of the Engineering Manager or other assigned supervisors, but considerable leeway is granted for the exercise of independent judgement and initiative. This class is distinguished from the class of Civil Engineer II by the broader scope of responsibility due additional supervisory and project management duties. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with the Engineering Manager, other City employees, consultants, business and community organizations, and the general public. The principal duties of this class are performed in general office environment, and/or at various construction sites throughout the City.

Examples of Essential Work (illustrative only)

- Plans, designs, and supervises the development, installation, improvement, and construction of civic projects;
- Oversees facilities engineering projects in the design and development of proposed alterations, installations or construction of plant equipment and facilities, including preparing facility plans, working drawings, specifications, and cost estimates;

- Reviews project's schedule and fiscal objectives, and takes the appropriate measures to ensure a timely and effective completion;
- Ensures the function conformity of plans and specifications with all current national codes and standards;
- Reviews consultant's plans, specifications, and estimates for proposed facility improvements by private developers;
- Oversees the coordination of procurement, scheduling, and supervision of work by outside contractors, and performs inspections of completed work as required;
- Coordinates new construction and renovation efforts with plant programs, including arranging schedules, plans, and guides;
- Develops concepts, designs, plans, and budgets designated City improvement and/or construction projects, including preparing plans, estimates, and specifications to develop modifications and enhancements to existing facilities;
- Serves as the resident engineer for a variety of major public works projects;
- Supervises and directs the work of other engineering and operations personnel;
- Provides engineering advice and consultation to departmental personnel, including evaluating complex construction issues, and determining and taking the appropriate measures to ensure a timely and effective resolution;
- Analyzes reports, maps, drawings, blueprints, tests, and related information in project planning and design, including calculating costs and project feasibility;
- Coordinates with contractors, consulting engineers, and other officials to gather and disseminate information, and maintain related records as required;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills and Abilities
(at time of appointment)

- Comprehensive knowledge of civil or mechanical and/or electrical engineering principles, practices, and techniques;
- Comprehensive knowledge of the principles and practices of engineering design;
- Comprehensive knowledge of engineering drafting standards, symbols, and design methods;
- Comprehensive knowledge of construction methods, materials, and equipment;
- Ability to operate AutoCAD and Engineering software, including programmable calculators;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Bachelor's Degree in Civil, Mechanical, or Electrical Engineering; and
- Extensive professional engineering operations experience; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- On Call Status;
- Valid New Hampshire Driver's License;
- New Hampshire Professional Engineering License;
- Grade III WTP or Distribution Operator License (Water Works Department only) preferred.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;

- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to produce clear, concise, and quality engineering designs;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate computerized equipment and other related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access to various construction sites throughout the City.

Approved by:_____ Date:_____

City of Manchester
New Hampshire

In the year Two Thousand and twenty-one

AN ORDINANCE

“Amending Section 33.026 (Civil Engineer III) of the Code of Ordinances of the City of Manchester.”

SECTION 33.026 CLASS SPECIFICATIONS to be amended as follows:

Change Civil Engineer III, Class Code 5795, Grade 22 (specs attached)

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.



CITY OF MANCHESTER
Board of Aldermen

MEMORANDUM

To: Committee on Human Resources/Insurance
Aldermen Stewart, Hirschmann, Barry, Cavanaugh, and Roy

From: Alderman Jim Roy
Ward 4 *Jim Roy*

Date: December 8, 2020

Re: Proposal to Conduct Evaluation of Fire Department

Due to the significant shift of duties for Firefighter personnel within the last ten years, I believe we should discuss and ultimately hire an independent firm to evaluate the Fire Department. An evaluation of the department in its entirety has never been more critical than right now to determine if there are systemic stressors within the department that are adversely affecting the mental health of the members.

I believe the single most important asset within our city is our employees and it is imperative that we, as a board, make every effort to protect them.

Thank you for your consideration.

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

March 10, 2021

Alderman Will Stewart, Chair
Human Resources and Insurance Committee
City of Manchester
One City Hall Plaza
Manchester, NH 03101

Dear Chair Stewart and HRIC Members:

Per the Committee's request, at the prior HRIC meeting on March 2, 2021, the attached revised Education Repayment Program Policy now includes:

Loans approved

D) Loans for postsecondary institutions and programs *“and/or certifications with accreditation recognized by the US Department of Education....”*

Loans not approved

K) Loans for certifications *“with or without accreditation not recognized by the US Department of Education.”*

I recommend approval of the new revised Education Repayment Program Policy effective July 1, 2021.

Respectfully submitted,

Kathleen Ferguson, SHRM-CP, PHR
Human Resources Director

City of Manchester
Human Resources Department
One City Hall Plaza
Manchester, NH 03101-1932
Tel: (603) 624-6543
Fax: (603) 628-6065

EDUCATION REPAYMENT PROGRAM POLICY CITY OF MANCHESTER, NEW HAMPSHIRE

Purpose: The City of Manchester, NH is pleased to offer the Education Repayment Program to attract and retain its employees by providing student loan repayment assistance to those who have completed a degree program.

I. Policy:

1. City of Manchester (City) will provide eligible employees contributions applied to the employee's qualified higher education student loan.

II. Objectives and Philosophy:

1. It is the objective and philosophy of the City:
 - A) to continue to provide employees market competitive benefits and help reduce their student loan debt;
 - B) to help employees pay their loans off faster and save on interest.

III. Employee Eligibility:

- A) Active full-time regular employees working more than 20 regular hours per week
- B) Active part-time regular employees working more than 20 regular hours per week

Employees NOT Eligible

- Temporary employees
- Probationary employees

CITY OF MANCHESTER, NEW HAMPSHIRE - EDUCATION REPAYMENT PROGRAM POLICY

- Employees participating in the City's Tuition Reimbursement Program or have participated in the City's Tuition Reimbursement program within the past two (2) fiscal years. *

*Employees participating in the Education Loan Repayment Program are not eligible to participate in the City's Tuition Reimbursement Program.

IV. Loan Eligibility

Loans Approved

- A) Loans in the employee's name and used to pay for the employee's higher education;
- B) Loans for complete degrees;
- C) Loans for online colleges and universities accredited by recognized accreditation agencies;
- D) Loans for postsecondary institutions and programs and/or certifications with accreditation recognized by the US Department of Education.
 - Please refer to the US accreditation database for further details:
<https://ope.ed.gov/accreditation/>

Degrees approved

- E) Associate degrees
- F) Bachelor degrees
- G) Graduate degrees

Loans not approved

- H) Loans in default, in collections, or if not currently required to make loan payments for any reason;
- I) Loans in someone else's name used to pay for the employee's education;
- J) Loans in employee's name and used to pay for someone else's education (e.g., loan taken out for a child/ward etc.);
- K) Loans for certifications with or without accreditation not recognized by the US Department of Education.

V. Contribution Structure

For all Program-eligible employees, The City of Manchester will make monthly contribution payments, provided funds are available, until the selected loan is repaid or the lifetime maximum contribution is reached. Only one loan at a time may be selected by the employee for a contribution under the Program.

- A) For all eligible employees, a monthly payment of \$50.00 will be paid by The City of Manchester to the loan service provider, up to a lifetime maximum of \$2,400.00 or until the loan is considered repaid.
- B) A loan is considered repaid once the outstanding balance is below an amount equal to two times the monthly contribution amount.
- C) Employees must continue to make the monthly minimum loan payments to the loan service provider; the City's student loan contribution is in addition to the employee's monthly payment.

VI. Program Enrollment

- A) If employees meet the eligibility requirements outlined in this document, and funds are available, they will be required to submit necessary documents to the service provider during the enrollment process. These documents will be validated to determine eligibility. Further instructions will be supplied via the enrollment email from the service provider to eligible employees.
- B) Employees must maintain employee and loan eligibility requirements outlined above for continued participation in this Program. If employee or loan status changes and employee is no longer eligible for the Program, contributions will cease.
- C) Employee is responsible for notifying the City's service provider of any changes in their loans that would result in their loan becoming ineligible for the Program.
- D) Employee is responsible for notifying the City's service provider if their loan becomes paid off and they are no longer eligible for continued contributions. Any overpayments returned by the loan service provider, to the employee must be returned to the loan service provider. The loan service provider will credit the City of Manchester on their next funding file.

Disclaimer:

All policies and procedures outlined in this Program are subject to change or have modifications at any time, at the sole discretion of the City of Manchester.

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

February 17, 2021

Alderman Will Stewart, Chair
Human Resources and Insurance Committee
City of Manchester
One City Hall Plaza
Manchester, NH 03101

Dear Chair Stewart and HRIC Members:

Attached is a new Education Repayment Program Policy for your review. The policy allows employees to enroll in an education repayment program that assists them with current student loan monthly payments. The policy would not only assist in retaining current educated employees, but also assist in recruiting new talent.

According to Fox Business, "Of all U.S. states, New Hampshire has the highest percentage of college students that graduate with debt, according to the nonprofit Institute for College Access & Success. In 2018, 76 percent of the graduating class in New Hampshire received their degree with an average debt of more than \$36,000, ranking it in the top three nationwide."

<https://www.foxbusiness.com/money/student-loan-debt-surges-new-hampshire-2020-democrats>

This could be causing students to leave the Granite State to continue their education and careers elsewhere, making it harder for the City of Manchester to recruit and retain a diverse workforce.

Benefits of offering an Education Repayment Program include:

- **Pre-Tax:** \$50/employee/month contributions from the City are currently pre-tax, similar to a 401k match. *Employees are still responsible for their regular monthly loan payment. The article below provides a summary of the recent legislative changes:

[Coronavirus relief bill makes it easier for companies to pay down workers' student loans](#)

- **Proven Results:** \$50/employee/month can help the average employee pay off their student loans faster.
- **Diversity & Inclusion:** Student loan debt is disproportionately held by underrepresented employee groups. Student debt disproportionately affects women and minorities.

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[The Federal Reserve reports:](#)

1. Two-thirds of student debt is held by women.
 2. African Americans and Hispanics are twice as likely to hold student debt.
 3. All three groups take longer to repay student loans and are more likely to default.
- **Improving recruiting and retention:** According to a survey done by American Student Assistance (ASA®), “86% of employees would commit to a company for five years if the employer helped pay back their student loans. This is a priority among more job seekers today as they look to secure more financial stability and embark on their careers.”

Ideally funding would come from a new non-departmental budget line item, similar to the Tuition Reimbursement Program.

Human Resources is requesting approval for a new Education Repayment Program Policy.

Thank you for your consideration.

Respectfully submitted,

Kathleen Ferguson, PHR, SHRM-CP
Human Resources Director

Enclosure

To the Board of Mayor and Aldermen of the City of Manchester:

The Committee on Human Resources/Insurance respectfully recommends, after due and careful consideration, that the request for an educational repayment pilot program to be effective in FY2022 using partial funding from the tuition reimbursement program be approved.

(Unanimous vote with the exception of Alderman Hirschmann who was absent)

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Matthew Gormand", with a stylized flourish at the end.

Clerk of Committee

At a meeting of the Board of Mayor and Aldermen held January 19, 2021, on a motion of Alderman Stewart, duly seconded by Alderman Roy, it was voted to refer this item back to the Committee on Human Resources/Insurance.

A handwritten signature in black ink, appearing to read "Matthew Gormand", with a stylized flourish at the end.

City Clerk

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

December 21, 2020

Alderman Will Stewart, Chair
Human Resources and Insurance Committee
City of Manchester
One City Hall Plaza
Manchester, NH 03101

Dear Chair Stewart and HRIC Members:

Subject: Education Repayment Program Pilot Project

Human Resources has explored monthly education repayment programs offered to employees by their employers. Helping pay off student debt faster, by making monthly contributions directly to an employee's student loan servicer on their behalf, while employees continue to make regular payments, will give the City of Manchester an edge in the battle for talent.

Over three hundred (300) City of Manchester employees have reached &/or will reach retirement age in the next ten (10) years. According to the Society for Human Resources (SHRM), "the competition to attract and retain talent is fierce." An education repayment program is an innovative way to offer competitive pay and benefits to current and prospective employees.

The program benefits include:

- Saves employees time and money. (College graduates will save on interest, and reduce their repayment term.)
- Improves recruitment, retention, and engagement. (Employers see a reduction in turnover, and gain a competitive edge.)
- Differentiates the City of Manchester, and strengthens its brand from competitors
- Improves employee financial wellness, by helping them save for retirement while repaying their student loans
- Gains happier, more productive employees

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The City has a current employee tuition reimbursement program that has funds that could be shared for this new pilot education repayment program on a temporary basis in order to evaluate the demand for this benefit.

Human Resources recommends:

- introducing a pilot program for an educational repayment program effective FY 2022 using partial funds allocated for the tuition reimbursement program.

Respectfully submitted,

Kathleen Ferguson PHR, SHRM-CP
Human Resources Director

City of Manchester
Human Resources Department
One City Hall Plaza
Manchester, NH 03101-1932
Tel: (603) 624-6543
Fax: (603) 628-6065

EDUCATION REPAYMENT PROGRAM POLICY CITY OF MANCHESTER, NEW HAMPSHIRE

I. Policy:

1. City of Manchester (City) will provide eligible employees contributions applied to the employee's qualified higher education student loan.

II. Objectives and Philosophy:

1. It is the objective and philosophy of the City:
 - A) to continue to provide employees market competitive benefits and help reduce their student loan debt;
 - B) to help employees pay their loans off faster and save on interest.

III. Employee Eligibility:

- A) Active full-time regular employees working more than 20 regular hours per week
- B) Active part-time regular employees working more than 20 regular hours per week

Employees NOT Eligible

- Temporary employees
- Probationary employees
- Employees participating in the City's Tuition Reimbursement Program

IV. Loan Eligibility

Loans Approved

- A) Loans taken out in the employee's name and used to pay for the employee's higher education;
- B) Loans for complete or incomplete degrees;
- C) Loans taken out for online universities accredited by recognized accreditation agencies;
- D) Schools with accreditation recognized by the US Department of Education:
 - Please refer to the US accreditation database for further details:
<https://ope.ed.gov/accreditation/>

Degrees approved

- E) Associate degrees
- F) Bachelor degrees
- G) Graduate degrees

Loans not approved

- H) Loans in default, in collections, or if not currently required to make loan payments for any reason;
- I) Loans in someone else's name used to pay for the employee's education;
- J) Loans taken out in employee's name and used to pay for someone else's education (e.g., loan taken out for a child/ward etc.);
- K) Loans for certifications.

V. Contribution Structure

For all Program-eligible employees, The City of Manchester will make monthly contribution payments until the selected loan is repaid or the lifetime maximum contribution is reached. Only one loan at a time may be selected by the employee for a contribution under the Program.

- A) For all eligible employees, a monthly payment of \$75.00 will be paid by The City of Manchester to the loan service provider, up to a lifetime maximum of \$3,600.00 or until the loan is considered repaid.
- B) A loan is considered repaid once the outstanding balance is below an amount equal to two times the monthly contribution amount.
- C) Employees must continue to make the monthly minimum loan payments to the loan service provider; the City's student loan contribution is in addition to the employee's monthly payment.

VI. Program Enrollment

- A) If employees meet the eligibility requirements outlined in this document, they will be required to submit required documents to the service provider during the enrollment process. These documents will be validated to determine eligibility. Further instructions will be supplied via the enrollment email from the service provider to eligible employees.
- B) Employees must maintain employee and loan eligibility requirements outlined above for continued participation in this Program. If employee or loan status changes and employee is no longer eligible for the Program, contributions will cease.
- C) Employee is responsible for notifying the City's service provider of any changes in their loans that would result in their loan becoming ineligible for the Program.
- D) Employee is responsible for notifying the City's service provider if their loan becomes paid off and they are no longer eligible for continued contributions. Any overpayments returned by the loan service provider, to the employee must be returned to the loan service provider. The loan service provider will credit the City of Manchester on their next funding file.

Disclaimer:

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CITY OF MANCHESTER
Board of Aldermen

MEMORANDUM

To: Will Stewart, Chairman Human Resources & Insurance Committee
Members, Human Resources & Insurance Committee

From: Alderman Ross Terrio *R. Terrio*

Date: January 27, 2021

Re: Continuation of Healthcare Benefits for the Family of James McNeil

The family of firefighter James McNeil has lost their healthcare benefit after his recent death. Mr. McNeil was a long time, dedicated and loyal Manchester firefighter. I am proposing that we extend healthcare benefits to his family for six months until his estate goes through probate court, which is currently expected to be in July 2021.

Thank you for your consideration.